



Reston Community Center Citizen Satisfaction Survey

2009 REPORT OF RESULTS

Prepared by:

Deborah Rexrode, M.A.

Project Coordinator

Katherine Asbury

Research Analyst

James M. Ellis, M.S.

Director of Research

Prepared for:

RESTON COMMUNITY CENTER

June 2010



University of Virginia



Weldon Cooper
Center for Public Service
University of Virginia

CSR Project No. 09.13 & 09.18

Table of Contents

List of Figures	iii
List of Tables.....	iii
Acknowledgements	iv
Executive Summary.....	v
I. Introduction.....	1
About the Survey.....	1
Survey Methodology	1
Questionnaire Design	2
Survey Response	2
Subgroup Comparisons	2
Demographic Overview.....	3
Survey responses by ZIP codes	4
Cross-tabulation Analysis.....	5
II. Familiarity and Participation	6
Familiarity with RCC	6
Participation at RCC.....	6
Demographic Factors	7
Summary	8
III. Demand Issues.....	10
Current Facilities	10
Difficulties in Signing Up	10
Demographic Factors	10
Summary	11
IV. Financing.....	12
Awareness	12
Taxes and User Fees.....	12
Demographic Factors	13
Summary	13
V. Community Recreation Priorities	14
Community meetings	14
Channels of communication	14
Preferred enhancements to RCC facilities.....	14
Demographic factors	14
Indoor 50-meter pool.....	14

Indoor family recreation pool.....	15
Indoor swimming pool with higher water temperature for therapy exercise and very young children	15
Gymnasium for a variety of sports	15
Classrooms for aerobics, pilates, Zumba, dance and similar classes.....	15
More community meeting room space	15
Cardio and weight training	15
Space designed for yoga and well-being classes	15
Summary	16
VI. Summary	17

Appendices

Appendix A: Weighted Frequencies and Means

Appendix B: Weighted Demographics Frequencies

Appendix C: Summary of Significant Differences for Selected Demographic Variables

Appendix D: Questionnaire

Appendix E: Open-ended Responses

Appendix F: Methodology

List of Figures

Figure II-1: Reasons for not attending RCC programs in past 12 months6
 Figure II-2: Participation in specific RCC programs and activities in the past 12 months7
 Figure III-1: Do current area facilities meet demand?10
 Figure III-2: Belief that current area facilities meet current demand, by education.....10
 Figure III-3: Belief that current area facilities meet current demand, by age.....11
 Figure IV-1: Beliefs about priorities in the event of expanded tax base12
 Figure V-1: Percent “very important” responses.....14

List of Tables

Table I-1: Survey tasks and dates, 20092
 Table I-2: Demographics by ZIP codes (percentages within ZIP code).....5
 Table I-3: Selected substantive responses by ZIP codes (percentages within ZIP code)5
 Table II-1: Use of swimming facilities by selected demographics (percentages)8

Acknowledgements

The 2009 Reston Community Center Citizen Satisfaction Survey was conducted by the Center for Survey Research at the University of Virginia. The sponsor of the survey was the Board of Governors of Reston Community Center in Reston, Virginia. We are grateful to the many citizens of Reston who took the time to talk with our interviewers in order to make their voices heard as the RCC plans for its future.

The Principal Investigator was James Ellis, Director of Research at the Center for Survey Research. Deborah Rexrode, M.A., Staff Research Analyst, served as the Project Coordinator. Katherine Asbury assisted in the analysis of the data and the report writing.

Leila Gordon, Executive Director of Reston Community Center, collaborated with the Center for Survey Research in the development of the survey, the hosting of the focus group, and the review and reporting of the results. The Board of Governors Ad Hoc Community Survey Committee, chaired by Colin Mills, was instrumental in organizing the survey from the outset and provided guidance in the development of the questionnaire. Other members of the committee were Carol Ann Bradley, Board of Governors Chair, Bill Bouie, Beverly Cosham, and Bill Penniman.

As Principal Investigator, Jim Ellis was responsible for the scientific direction of the study, including the study design, the content of the questionnaire, the focus groups to pretest the survey instrument, and the presentation of results to the Board of Governors and the staff of Reston Community Center. Deborah Rexrode assisted in the development of the questionnaire and the coordination of the focus groups. In addition, she provided oversight of the data collection and assisted with the writing of the report.

Kathy Coker, Project Assistant, assisted in the editing of the open-ended comments.

John Lee Holmes oversaw the operation of the CATI laboratory during the interviewing phase of this study. Mr. Holmes, along with Yuanda Chen, Programmer, was responsible for integrating changes into the programmed instrument and making suggestions from the pretest to improve the flow of the interview.

The success of the survey ultimately rested with the 1,125 residents of the Reston community who gave their time to answer questions regarding the current programs and facilities of Reston Community Center and plans for the future.

The Center for Survey Research is responsible for any errors or omissions in this report. Questions may be directed to the Center for Survey Research, P.O. Box 400767, Charlottesville Virginia 22904-4767. CSR also may be reached by telephone at 434-243-5222; by electronic mail at surveys@virginia.edu, or via the World Wide Web at: <http://www.virginia.edu/surveys>.

Executive Summary

The 2009 Reston Community Center Citizen Satisfaction Survey was conducted during the fall of 2009 by the Center for Survey Research at the University of Virginia. The purpose of the survey was to assess current and projected future use of programs and facilities, and citizen priorities for recreational needs, within the context of anticipated increases in population and tax base related to the Metro Silver Line.

The diversity of the Reston community is reflected in the diversity of respondents to the survey. From that varied group of 1,125 respondents, however, several clear results emerged.

First, there were high levels of awareness and support for the RCC. More than nine out of ten respondents said they were “very familiar” or “somewhat familiar” with RCC. This is comparable with figures from three prior surveys conducted in 2001, 2004 and 2007, in which familiarity ranged from a low of 79% (2007) to a high of 88% (2001). In addition, strong majorities said that RCC makes Reston a more attractive place to live (92%) or have a business (72%). These findings compare favorably with those from the 2001 and 2004 surveys, but are somewhat less favorable than those from the 2007 survey. More than half (55%) of respondents to the 2009 survey said that RCC is “very important” to the overall quality of life in Reston. This figure is comparable to the figures reported in the other three surveys. Nearly two-thirds (64%) of the respondents said that they or a family member have participated in an RCC-sponsored event in the past twelve months. This is similar to the usage figures reported on the past surveys.

Among respondents using the RCC, about three-quarters said they or their family members participated in arts or cultural experiences in the last twelve months and about half mentioned swimming and/or swim instruction. Other programs or activities were less frequently used.

Second, the model of community recreation currently embodied in RCC’s philosophy and operations seems to be widely accepted by residents. In addition to the high levels of awareness and use, there was solid support for how RCC is funded and for expanding programs

if additional revenues are available in the future due to an expanding tax base. Sixty percent of respondents said they were aware that RCC is supported through the property tax. If tax revenues increase in the future, more than half of the respondents said that RCC should increase programs but keep the tax rate the same and another one-third supported keeping programs at the same level. Also, eight out of ten said that RCC should use a mix of both user fees and tax revenue to pay for any new programs or facilities. Of course, acceptance of RCC’s model is not unanimous and respondents expressed ideas for redirecting or improving RCC’s efforts (the reader is advised to review the text responses in Appendix E to fully understand these issues).

Third, the Reston community is relatively well-engaged with the process of discussing what recreational options or enhancements might be appropriate for the future. More than one-half of the respondents said they had seen or heard about community meetings regarding Reston’s future indoor recreation needs. Of those who had heard about the meetings, seventeen percent had attended one. And when asked for their preferred channel for receiving information about meetings or planning issues in the future, only a small fraction of respondents volunteered that they did not want to hear about those things.

But not all issues were clear. A survey is very useful for taking the pulse of the community but a survey cannot by itself provide the in-depth dialog needed to resolve the complexities of an ongoing discussion.

There was no clear consensus, for example, about what specific future enhancements should be pursued by RCC or how to balance those choices against desires for efficiency, convenience, costs, preservation of open space, equitable access and cost-sharing, and so forth. All possibilities for additional facilities remain on the table.

In addition, there is not a clear picture of how RCC facilities should relate to the overall mix of recreational facilities in the area. Two-thirds of the respondents said they use facilities other than RCC facilities. (Of those, about one-third use Reston Association facilities.) The most common reason for using other facilities was convenience to home or work, and the second most common

reason was that other facilities have things RCC does not offer. And while nearly eighty percent said that existing recreational facilities of all types in and around the Reston area meet the current demand, almost one-third of the respondents had experienced difficulty trying to sign up for RCC programs or facilities or had not bothered to try due to high demand. RCC's internal data on signup lists and program enrollment also indicate difficulty meeting community demand.

Some complexities are nonetheless very well described by the survey data. Beneath the strong trends in the data, opinions about recreational issues often varied with the demographic characteristics of the respondents. In this sense, the survey helps to describe how RCC serves multiple constituencies.

Both demographic variables and comments from the text responses indicate that the respondent's stage of life shapes many responses to the survey questions. For example, those with children in the household were more likely to have used aquatic facilities and to support new aquatic facilities, while those aged fifty or older were more aware of RCC issues and more likely to have participated in arts or cultural events in the last twelve months.

In general, residents who are younger, without children in the household, or renters are less connected to RCC; those with children and those in the middle age groups are more frequent users of RCC but are only moderately aware of some issues related to RCC; and those in the older age groups are more aware of issues and tend to use different programs than those in the middle age groups. While there are certainly individual variations, these broad aggregate patterns seem clear. Appendix C shows how responses differ across five demographic variables that seemed to capture most of this variation (home ownership, length of residence in Reston, respondent age, presence of children in the household, and ZIP code of the respondent's residence).

Despite the relatively high levels of use of RCC programs and facilities, about one-third of respondents said they had not participated in an RCC-sponsored event in the past twelve months. But four in ten of those respondents said they had participated in the past five years. The most frequently mentioned reason for not participating

in RCC events or for stopping participation was "no time/too busy."

RCC serves multiple constituencies now and will surely continue to serve multiple constituencies in the future. RCC should continue to use multiple channels of communication to engage the community, capitalize on the existing levels of resident involvement in this discussion and connect to new participants. RCC may also wish to use the survey results as conversation-starters and reference points in that ongoing discussion. Ultimately residents should be able to express their general priorities through that dialogue regarding the type or location of enhancements; the pace of expansion to meet future growth; the relationship of RCC to the mix of other facilities in the area; and the various tradeoffs among costs, land use choices, and the desires for recreational choices expressed by multiple constituencies within the community. These priorities – or the decisions that may need to be made in the absence of clear direction from residents regarding these issues – will then be formalized by the RCC Board of Governors and operationalized using the technical expertise of the RCC staff and its vendors.

The detailed information in this report is offered as part of the input to that ongoing dialogue.

I. Introduction

About the Survey

The 2009 Reston Community Center Citizen Satisfaction Survey was conducted during the fall of 2009. The purpose of the survey was to assess current and projected future use of programs and facilities, as well as citizen priorities for recreational needs within the context of anticipated increases in population and tax base related to the Metro Silver Line.

The survey introduced new questions to assess the community's priorities for indoor recreational facilities and to provide information for discussions about budget and growth decisions for the future.

The survey was conducted by telephone using a sample of mailable addresses obtained from Survey Sampling Incorporated, a leader in the industry.

Survey Methodology

The RCC's Ad Hoc Community Survey Committee developed a conceptual outline to serve as the basis of the questionnaire. Their process included ideas and comments from members of the public provided at meetings held during summer 2009.

Using the conceptual outline and previous surveys conducted by the Center for Survey Research with citizens of the Reston community, a questionnaire was developed and pretested by a focus group on October 13, 2009. Participants in the focus group were recruited using a random sample of listed telephone numbers in the Reston community.

Focus group participants were asked to complete the questionnaire. Then they were given the opportunity to express their opinions on the content of the questionnaire and ask questions regarding the intent of the survey. Each of the focus group attendees received \$30 for their participation.

As a result of the comments, significant edits were made to the questionnaire to clarify the purpose of the survey, add contextual information describing some of the key community-held assumptions regarding future growth, and shorten the survey.

A telephone pretest of the survey was conducted from November 3 through November 6, 2009, including a total of 31 phone interviews with Reston residents. The length of the interviews was nearly 24 minutes which was significantly longer than the contracted fifteen minute average interview.

The questionnaire was re-ordered to help with the flow of the questions, and some questions were deleted because they were not strongly related to the primary purpose of the survey. A second pretest was conducted on November 22, 2009 with a total of 21 phone interviews. The average length of the interviews now approximated 15 minutes as intended.

In order to ensure the broadest possible representation, Survey Sampling, Inc. provided a sample of names and addresses selected from a phone/non-phone database of over 20,000 households. This database has an expected coverage rate of 84% of the households in the three ZIP codes used to define the Reston community (20190, 20191, and 20194). Within this sample, 52% of the addresses were matched to telephone numbers and 48% could not be matched to telephone numbers.

An advance letter was mailed to a sample of 3,896 names with telephone numbers and 2,000 names without telephone numbers. Respondents without telephone numbers were provided with a contact card and business reply envelope enabling them to provide contact information so they could be included in the survey.

An experiment was conducted with the list of addresses that had no matching telephone numbers. A \$2 bill was included in the mailing to one-half of the sample, and the second half of the sample received no incentive. As expected, the response from those who received an incentive was higher compared to those who did not receive an incentive.

Within each household, the respondent to the survey was randomly selected using a minimally intrusive selection method. For households without telephone numbers, the respondent was the person named on the response card, or the person who was said to be most familiar with Reston Community Center if no name was given on the response card.

All interviews in this study were conducted from CSR's Computer-Assisted Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Interviews were conducted from November 24 through December 23, 2009, on Sunday through Friday evenings and on Sunday afternoons. The interviewing staff was composed of carefully trained personnel, most of whom had prior experience as CSR interviewers.

CSR completed a total of 1,125 interviews, for a final response rate estimated at 31.8 percent of the 4,060 eligible households remaining from our original sample after excluding those known or assumed to be ineligible.

Table I-1: Survey tasks and dates, 2009

<i>Task</i>	<i>Date</i>
Questionnaire development	September 2009
Focus Group	October 13, 2009
First Pretest	November 3-6, 2009
Second Pretest	November 22, 2009
Advance letters sent out	November-December 2009
Telephone production begins	November 24, 2009
Close data collection	December 23, 2009

Questionnaire Design

The questionnaire used in this survey was based on the conceptual outline developed by the Ad Hoc Community Survey Committee and the Board of Governors of Reston Community Center. The objectives of the survey were to assess current and projected future use of programs and facilities, and citizen priorities for recreational needs, within the context of anticipated increases in population and tax base related to the Metro Silver Line. The following topics were measured:

- *Familiarity and Participation with RCC*
- *Demand Assumptions*
- *Financing*
- *Community and Recreation Priorities*
- *Demographics*

Finally, a single open-ended question was placed at the end of the questionnaire asking respondents what priorities or other issues they think the Reston Community Center should consider in its future plans. See Appendix D for a copy of the questionnaire and Appendix E for a list of the responses to the open-ended question.

Survey Response

The response rate is calculated by dividing the number of completed questionnaires (1,125) by the number of potential valid respondents (4,060) in the sample after excluding cases known to be ineligible for the survey and cases estimated to be ineligible cases among all unresolved cases. When including cases in which no reply to our mailed request for contact information was received, the response rate for this survey is 21.9 percent and when excluding those cases it is 31.8 percent (RR3).

Based on a sample of 1,125 respondents, the survey has a sampling error of plus or minus 2.9 percent.¹ This means that in 95 out of 100 samples of this size drawn from Small Tax District #5, the percentage results obtained for each question in each sample would fall in a range of ± 2.9 percentage points of what would have been obtained if every household in the area with a working telephone had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample or questions that were not asked of all respondents. For a complete narrative of the survey methodology, see Appendix F.

Subgroup Comparisons

Data analysis for this survey included a comparison of the responses for all opinion items by demographic subgroups in order to determine whether there were statistically significant differences between demographic subgroups. Statistically significant differences are those that probably did not result merely from sampling variability, but instead reflect real differences within the population. The demographic variables

¹ This margin of error is calculated using the finite population correction factor (fpc), which is defined as: $\sqrt{\frac{N-n}{N-1}}$ where N is the size of the population and n is the size of the sample.

listed below were those used in our subgroup analysis:

Age. Five categories were used to compare age groups: 18 to 25, 26 to 37, 38 to 49, 50 to 64, and 65 and over.

Education level. Persons with some college or less, four-year college degrees, and some graduate work or more were compared.

Employment status. Six categories were used to compare employment status: those working full-time, those working part-time, those looking for work, homemakers, retired persons, and students.

Gender. Women were compared with men.

Homeownership. Homeowners were compared with renters. This is a particularly salient issue because the funding of RCC is derived from the real estate property tax. Whereas all residents and businesses in Reston are affected by this tax, homeowners are likely to be more aware of the tax than are renters, who pay their landlord's tax expenses indirectly as an unspecified portion of their rent.

Household income. Four categories of self-reported annual household incomes were compared: less than \$50,000, \$50,000 to less than \$100,000, \$100,000 to \$150,000, and greater than \$150,000.

Job location. For employed respondents, those who work outside of Reston were compared with those who work within Reston.

Language. Those who primarily speak a language other than English at home were compared to those who primarily speak English.

Length of residence in Reston. Four categories were used to compare length of residence: less than five years, five to nine years, ten to twenty-four years, and twenty-five years or more (including the respondent's entire life).²

² On the survey, there were six residence categories, including one to use if the respondent volunteered that he or she had lived in Reston his or her entire life. Only ten respondents, however, indicated that they had lived in Reston their entire life. This category was therefore collapsed with the "more than 25 years" category for purposes of statistical analysis.

Marital status. Those who are married were compared to those who are separated/divorced, widowed, or never married.

Presence of children in the household. We compared the responses of households with children living in them with those that do not have children.

Race/Ethnicity. Self-identified racial and ethnic groups were compared. Specifically, we compared Whites, African Americans or Blacks, Asians, and "other" or multiple races. In keeping with U.S. Census Bureau definitions that consider race and ethnicity as separate and overlapping identities, Hispanic ethnicity was ascertained in a separate question³.

Demographic Overview

The respondents to the 2009 Reston Community Center Citizen Satisfaction Survey were much more likely to be female than male. Nearly sixty percent (59.1%) were female, compared to about forty percent (40.9%) male. Almost twenty-eight percent (27.9%) of respondents were over sixty-four years old, about one-third (36.3%) were between the ages of fifty and sixty-four, 20% were aged thirty-eight to forty-nine, and almost sixteen percent (15.9%) were under thirty-eight years of age. The mean age of our respondents was fifty-two years.

Nearly two-thirds (64.5%) of respondents were married, with thirty-one percent of respondents reporting that they had children under eighteen years of age living in the household. Of those, about one-third (36.1%) had children under five years of age. Almost two-thirds (64.2%) had children between the ages of five and eleven, and nearly every household with children had children between the ages of twelve and eighteen.

³ "The terms 'Hispanic' or 'Latino' refer to persons who trace their origin or descent to Mexico, Puerto Rico, Cuba, Spanish speaking Central and South America countries, and other Spanish cultures. Origin can be considered as the heritage, nationality group, lineage, or country of the person or the person's parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic or Latino may be of any race." Definition accessed at <http://www.census.gov/population/www/socdemo/hispanic/about.html>.

Fifty-six percent of our respondents were working full-time, an additional eleven percent were working part-time, and three percent were looking for work. About five percent (4.7%) were homemakers, twenty-three percent were retired, and about one percent were students. Of those who were employed, more than two-thirds (67.4%) worked somewhere other than Reston. In our sample, five percent reported that they, or someone else in their household, own commercial or rental property in Reston and nine percent own or operate a business located in Reston.

Of those reporting their annual household income, ten percent had annual household incomes less than \$50,000, one-third (31.3%) earned \$50,000 to \$100,000, twenty-seven percent earned \$100,000 to \$150,000, and one-third (31.1%) earned over \$150,000.

Less than fifteen percent of residents interviewed had two years of college or less education. About half (50.9%) said they had a four-year college degree. Almost forty-one percent (40.8%) said they had some graduate work or an advanced degree.

About two percent of our respondents (2.4%) were new to Reston, having lived there for less than a year. Sixteen percent had lived in Reston one to four years, seventeen percent had lived there five to nine years, thirty-eight percent had lived there ten to twenty-four years, and twenty-six percent had lived there more than twenty-five years or their entire life.

Over ninety percent (92.8%) reported English to be the primary language spoken in their household, whereas seven percent reported some language other than English. Of those reporting languages other than English as their primary household language, nearly one-quarter reported that Spanish was the primary language in their household and nearly one-third of the respondents checked "Other" for language. See the open-end responses in Appendix E for more detail.

An early task in the analysis of any survey data is comparing the demographics of the sample with the demographics of the population being studied. Surveys usually over-represent females and people in higher socio-economic categories. When there are discrepancies between the demographic characteristics of the survey respondents and the full population being surveyed, it is wise to "post-weight" the data in order to compensate for the

differences. In post-weighting, greater statistical weight is given to respondents who are in categories under-represented in the original survey results, whereas those in over-represented groups are given lesser weight. The weighting procedure results in very small differences in the results, but increases their accuracy by making them more reflective of the actual study population with respect to the variables used in weighting.

The survey data were weighted based on homeownership and race. See Appendix F for a complete description of the weighting procedures.

Before weighting to account for race and homeownership, eighty-six percent of our respondents were White, five percent were African American, five percent were Asian and four percent said they were American Indian, Pacific Islanders, or something else. Minorities were under-represented. After weighting to account for race, eighty-one percent of our respondents were White, eight percent were African American, six percent were Asian and five percent said they were American Indian, Pacific Islanders, or something else. Separate from self-reported racial identity, nearly six percent (5.7%) said that they thought of themselves as Hispanic after weighting.

Prior to weighting to account for race and homeownership, ninety percent of respondents owned their own home, whereas ten percent were renters. Renters were under-represented. After weighting, more than two-thirds (69.6%) of respondents owned their own home, whereas the remaining one-third (30.4%) were renters. Full frequencies for all demographic variables can be found in Appendix B.

Survey responses by ZIP codes

Respondents were classified into the three ZIP codes that were used to define Small Area #5. These ZIP codes were 20190, 20191 and 20194. After weighting the data, respondents in ZIP 20190 tended to be older and have lower household incomes, while those in ZIP 20194 were younger with higher household incomes and a higher likelihood of having children in the household. Respondents in ZIP codes 20190 and 20191 were slightly more likely to be from minority races than were those in ZIP code 20194, although these differences do not reach statistical significance. Respondents in ZIP code 20194 were

also more likely to be newer residents. Table I-2 summarizes these demographic patterns.

Table I-2: Demographics by ZIP codes (percentages within ZIP code)

	ZIP code		
	20190	20191	20194
Aged 50+	62.3	59.8	51.7
White	76.0	76.7	81.1
Resided < 10 yrs	45.0	36.3	51.0
Income > \$150,000	17.9	27.5	34.8
Some college or less education	19.0	20.0	11.7
Have children under 18	25.7	31.9	38.1

Many substantive responses in this survey are related to respondent demographics, and also to ZIP code. Respondents in ZIP code 20194 were less supportive of RCC's contributions to quality of life and less likely to report attending a class, workshop or event at RCC in the last year. They were more likely to say that they had not used RCC in the last year because RCC locations are too far away or not convenient. Respondents in ZIP code 20194 reported higher levels of awareness of how RCC is funded, and of community meetings about Reston's future indoor recreation needs, than did respondents in the other two ZIP codes. Table I-3 summarizes this information.

Table I-3: Selected substantive responses by ZIP codes (percentages within ZIP code)

	ZIP code		
	20190	20191	20194
RCC is very or somewhat important to the overall quality of life in Reston	95.8	94.6	90.9
RCC makes Reston a more attractive place to live	94.9	92.5	86.6
RCC makes Reston a more attractive place for businesses	79.4	69.4	65.8
You or a family member attended an RCC event in the past 12 months	62.5	67.2	55.0
Do not use RCC because locations are too far away or not convenient	1.8	1.2	10.3
Aware that RCC is supported through the property tax	45.0	54.9	63.2
Have you seen or heard about community meetings regarding future recreation needs?	54.6	47.6	64.5

Detailed tables showing substantive survey questions broken out by five demographic variables (homeownership, length of residence in Reston, age, presence of children and ZIP code) can be found in Appendix C.

Cross-tabulation Analysis

In this study, a cross-tabulation analysis relates demographic variables to ratings of the items in the goal categories and the overall satisfaction rating as well. Statistical significance tests were used to verify the existence of satisfaction differences among various subgroups. We used independent Chi-Square tests of independence for differences in proportions and Gamma tests for patterns among ordinal demographic sub-groups. The results of the demographic cross-tabulation analysis (for those results having statistical significance) are in Appendix C.

Demographic questions were included at the end of the questionnaire to obtain information about the respondents who completed the survey. The demographic information was used to evaluate differences in ratings given by sub-populations, such as males versus females, or those with different level of education.

II. Familiarity and Participation

Familiarity with RCC

Respondents were asked:

“Have you ever heard of the Reston Community Center or its programs?”

Almost all respondents (96.8%) had heard of Reston Community Center. Of those who had heard of the center, thirty-one percent said that they were “very familiar” and sixty percent said they were “somewhat familiar” with the Center and its programs. Only eight percent said they were “not at all familiar” with the programs offered by RCC.

All respondents were then asked:

“How important would you say that the RCC is to the overall quality of life in Reston?”

A little more than half of respondents (55.1%) said that the RCC was “very important,” thirty-nine percent said that it was “somewhat important,” and fewer than six percent said it was “not very important” or “not important at all.”

When asked if the RCC made Reston a more attractive place to live, ninety-two percent responded yes. When asked if the RCC made Reston a more attractive place for businesses to locate, seventy-two percent responded that it does.

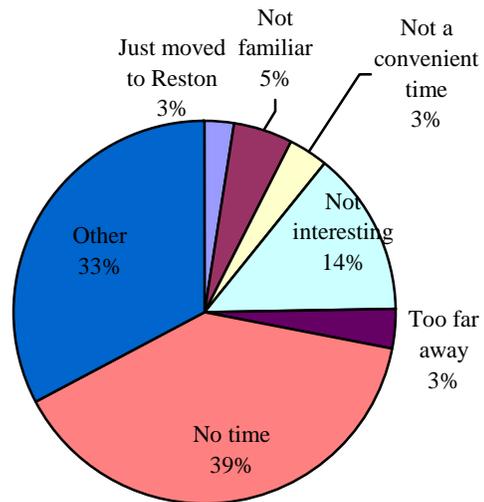
Participation at RCC

To measure participation in RCC’s programs, respondents were asked:

“In the past twelve months, have you or a family member ever attended a class, workshop, or event at the Reston Community Center or an RCC-sponsored event such as Take a Break Concerts of other festivals?”

Six out of ten respondents (63.7%) said that they or a family member had participated in an RCC-sponsored event in the past twelve months. Of those who had not attended a program, the most frequently mentioned reasons for not attending were “no time/too busy” (39.3%) and “programs and activities not interesting” (13.9%). Figure II-1 presents these results.

Figure II-1: Reasons for not attending RCC programs in past 12 months



Nearly one-third (33%) gave “other” reasons for not participating. Some of the reasons given were health issues, safety issues, no children living at home, limited interest, and dislike for the program registration lottery.

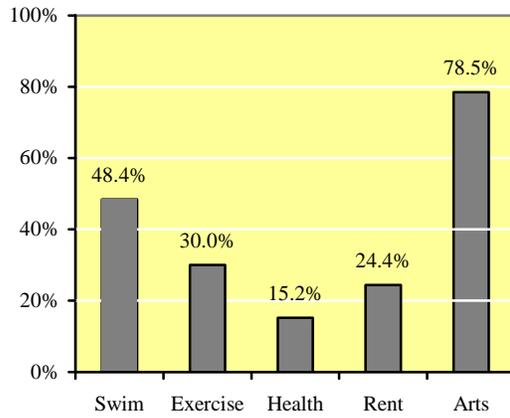
Respondents who had not used RCC programs in the past twelve months were asked if they or a member of their family “had participated in any of the RCC programs within the past five years.” About four in ten (39.7%) said that they or a family member had participated in the past five years.

Those who had participated in the past five years but not in the last year were asked why they stopped using the RCC. The most common responses were “no time/too busy” (43.3%), “other reasons” (35%), “kids grew up/left” (14%), and “programs and activities not interesting” (11.4%). Other reasons given included health issues, grown children, older adults in the household and work schedules.

Respondents who had participated in the last year were then read a list of programs and asked if they or anyone in their family had participated in any one of those programs in the last twelve months. Seventy-nine percent said they or someone in their family had participated in arts or cultural experiences provided by RCC, forty-eight percent mentioned swimming, thirty percent participated in exercise, twenty-four percent had rented RCC rooms for private events and fifteen percent

mentioned health and wellness programs. Results for this question are displayed in Figure II-2.

Figure II-2: Participation in specific RCC programs and activities in the past 12 months



When asked if they used any other recreation or fitness facilities aside from the facilities provided by RCC, nearly two-thirds of the respondents said they do.

Those who responded that they do use other facilities were asked what other recreation or fitness facilities they used in Reston. The top facilities used by these respondents were: Reston Association facilities (30.1%), a commercial facility with paid membership (26.6%), YMCA (18.9%), public parks, schools, playgrounds (15.9%), and “other” (31.5%). Those who said “other” said they use outdoor trails, a fitness center at their residence, outdoor tennis courts, the skating rink, and other outdoor pools and lakes. Other facilities listed included Fitness First, Sports and Health Club, Curves, and the Herndon Community Center.

Respondents were then asked the main reasons why they used these other facilities. Responses mentioned most frequently were: “they are more convenient to home or work” (39.6%) and “they have things RCC does not offer” (31.2%). More than two-thirds gave “other” reasons such as outside activities, scheduling and flexibility, more senior activities, physical therapy connection, proximity, better equipment, and a regular gym. Percentages add to more than one hundred percent because respondents could mention more than one reason.

Those who responded that they do not use other facilities were asked what their main reasons were for not using any other recreation or fitness facilities. The most common responses were: “no time” (25.9%), “cost to join or be a member” (11.5%) and “RCC provides all I need” (9.2%). Other coded answers accounted for about twenty percent of all responses. Again, almost one-half of the respondents gave other reasons not explicitly listed in the questionnaire for coding such as not being aware of facilities, not interested, no need, not motivated, have fitness equipment at home, retired and not active, physical limitations, and health issues. Percentages add to more than one hundred percent because respondents could mention more than one reason.

Demographic Factors

Familiarity with the Reston Community Center was significantly correlated with a number of factors. Not surprisingly, respondents who had lived in the Reston community for more than ten years were more familiar with Reston Community Center facilities and programs. Females were more familiar with RCC than were males. Adults thirty-eight years of age and older were significantly more familiar with RCC than were young adults between the ages of eighteen and twenty-five. Homemakers and respondents who were employed part-time were more familiar with RCC facilities and programs than were those who work full-time.

Responses to the question about RCC’s importance to quality of life in Reston were significantly related to the respondent’s work status, homeownership, gender, and race. Homemakers and retired respondents were more likely to say that the RCC is “very important” to the overall quality of life in Reston. Respondents who work part-time also indicated that RCC is “very important.” Homeowners were more likely to say that the RCC is important to overall quality of life than were renters.

When asked if RCC makes Reston an attractive place to live and an attractive place to own a business, respondents between the ages of eighteen and twenty-five were somewhat more likely than older respondents to say that RCC makes Reston an attractive place to live, and they were significantly more likely than older respondents to say that RCC makes Reston an attractive place for businesses to locate. African-

American and Asian respondents were more likely than were respondents in other racial categories to say the RCC makes Reston an attractive place for businesses to locate. Residents with children living in the household were more likely than were those without children living in the household to say that RCC makes Reston an attractive place to live. Homeownership and employment were not significantly related to opinions about RCC making Reston an attractive place to live or own a business.

Older respondents or their family members were more likely to have attended an RCC program in the past twelve months than were younger respondents. More than seventy percent of respondents over sixty-four have participated in the past twelve months, while slightly less than two-thirds of respondents between the ages of thirty-eight and sixty-four have participated in the past twelve months.

Residents with children were significantly more likely to say they or their family members have used RCC facilities and programs within the past twelve months. Homeowners were also more likely to say they had used RCC in the past twelve months than were renters. It was interesting to note that respondents who are widowed were more likely to have attended an RCC-sponsored event than were those who are married. Three-fourths of respondents who own or operate a business located in Reston or their family members have participated in RCC-sponsored events compared to only two-thirds of respondents who do not own or operate a business in Reston.

Eighty percent (n=12) of respondents between the ages of eighteen and twenty-five and nearly two-thirds of respondents who have lived in the Reston community for less than ten years indicated they use the swimming facilities. Respondents with children are more likely to use the swimming facilities than other RCC facilities and programs. See Table II-1.

Table II-1: Use of swimming facilities by selected demographics (percentages)

Demographic	Use swimming facilities
Homeownership	
Own	42.4
Rent	52.2
Age	
18-25	80.0
26-37	54.3
38-49	62.8
50-64	37.8
65+	32.7
Children in household	
Yes	67.6
No	32.3
Length of residence in Reston	
Less than one year	50.0
1-4 years	57.8
5-9 years	60.7
10-24 years	44.6
25+ years	25.9
ZIP code	
20190	33.9
20191	49.4
20194	45.4

More than eighty percent of respondents age sixty-five or over participated in the arts and cultural experiences. Respondents who have lived in Reston for more than ten years were more likely to rent facilities for private events. Gender was a factor in the use of fitness and exercise facilities, health and wellness programs, and arts or cultural experiences, with females more likely to say they use these facilities than were male respondents.

About two-thirds of participants used facilities other than RCC. Use of other facilities was more likely to be reported by those who own their home, have lived in Reston for ten to twenty-four years, are aged thirty-eight to forty-nine years, have children in the household, or live in ZIP code 20194.

Summary

Almost all survey participants had heard of the Reston Community Center and more than ninety percent of them said they were either “very familiar” or “somewhat familiar” with the Center and its programs. Most respondents believed that the RCC was “very important” to the overall quality of life in Reston. A large majority of respondents also believed that RCC made Reston a more attractive place in which to live and locate a business.

Many respondents (63.7%) had attended an RCC program in the past twelve months. Responses were significantly related to marital status, level of education, and whether the participant had children under the age of eighteen living at home. Of those who had used RCC in the past five years but not in the last year, the most common reason for discontinuing use was “no time/too busy.”

Numerous other demographic differences related to questions about familiarity and use of RCC facilities and programs, as well as the information contained in the text responses in Appendix E, point to how different stages of life and levels of community attachment affect responses to these questions. While the text responses indicate that some residents may see RCC’s mission as primarily oriented to youth and underprivileged residents, the patterns of use revealed by the survey data show that RCC affords serves a broad range of opportunities to multiple constituencies all across the community.

III. Demand Issues

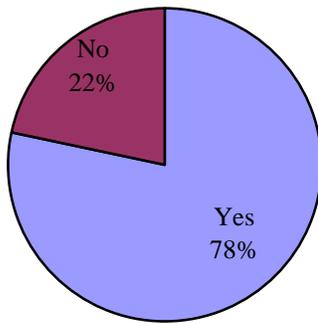
Current Facilities

Respondents were asked if current facilities in the area meet current demand in Reston:

“In your opinion, do the existing recreational facilities of all types in and around the Reston area meet the current demand?”

Most respondents (78.4%) felt that existing facilities in the area meet the current demand. Figure III-1 presents the results for this item.

Figure III-1: Do current area facilities meet demand?



Difficulties in Signing Up

One of the findings from the focus group test of the draft questionnaire was that participants wanted to know more about the data and assumptions held by the RCC Board of Governors so that survey respondents could have a realistic context available to them before answering questions about their preferences for future plans.

Therefore, respondents were provided some context from RCC’s data on sign-up and waiting lists then asked if high demand for RCC facilities had caused them difficulty:

“For some of the current RCC programs, space is limited and the waiting lists are long. The population of the area is expected to grow, which will increase the demand on the services that RCC provides.

“Because of high demand, have you experienced difficulty trying to sign up for RCC programs or use RCC facilities,

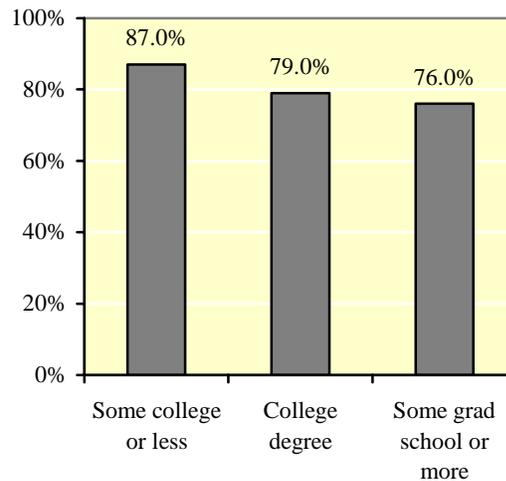
or not even tried to do so because of high demand?”

Most respondents (59.6%) answered that they had not experienced difficulty; however, twenty-nine percent stated that they had difficulty signing up for programs or had not tried because of high demand, and eleven percent had not tried signing up because they could not afford the programs.

Demographic Factors

The demographic analysis indicates that the opinions about demand for recreational facilities differed significantly across education level and age category. Those with more education were less likely to say the current facilities in the area meet current demand, although large majorities in all educational categories believed the existing facilities in the area meet current demand. Figure III-2 shows this correlation.

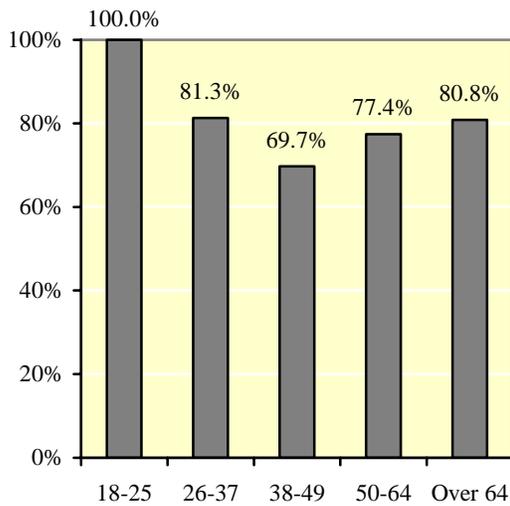
Figure III-2: Belief that current area facilities meet current demand, by education



Respondents under age twenty-five were also more likely to say that the current facilities meet the current demand. Those over sixty-four were not as likely to say that the current facilities meet the current demand.

Overall, however, respondents indicated that the current facilities meet the current demand. Figure III-3 presents the results for this item by age category.

Figure III-3: Belief that current area facilities meet current demand, by age



The demographic analysis indicates that females, those with children in the household, those in middle age categories, homemakers, those with jobs located in Reston and African-Americans were more likely to report difficulty signing up for Reston Community Center programs and facilities.

However, these relationships must be viewed cautiously because they are almost certainly shaped by the number of times different people attempted to sign up. For example, given cultural norms in many households, it seems likely that females were more likely to report problems signing up because females are more likely to have the job of signing up family members for RCC programs. The reported frequency of ever having experienced problems signing up is not a rate of problems among all signup attempts.

Summary

The majority of respondents indicated that they felt that recreational facilities in and around Reston meet current demand.

A majority of respondents reported having no difficulty signing up for Reston programs and facilities due to high demand, but nearly forty percent reported either having difficulty signing up, not trying to sign up because of high demand, or not trying to sign up because they could not afford the programs. Difficulty signing up correlates to the presence of children in the household, respondent's marital status, gender, age, type of work, location of work, and race, but these factors may have other underlying attributes, such as cultural norms or socio-economic features that contribute to these findings.

IV. Financing

Awareness

To gauge the public’s awareness of how RCC is funded, respondents were given a brief description of the type of tax and the tax rate used to fund RCC. They were then asked if they were aware that RCC is supported through the property tax described.

“As you may know, the RCC is funded primarily by residential and commercial real estate taxes in Reston, as well as user fees. The current tax rate is 4.7 cents for each \$100 of assessed property value. For example, if a house or business property was valued at \$300,000, the amount of tax going to the RCC would be \$141 per year. Approximately 40% of the total tax revenues come from commercial properties.

“Before today, were you aware that RCC is supported through this property tax?”

A little more than half of respondents (54.1%) were aware of this fact before the survey.

Taxes and User Fees

Respondents were then provided with context describing RCC’s assumptions about future economic development and growth, and asked for their priorities if these assumptions held true:

“Although economic times are hard now, the RCC Board believes at some point in the future the economy will be stronger and the Metro line to Dulles should create additional development. These changes would generate extra revenue for the RCC without increasing the current tax rate. The RCC Board is committed to keeping the tax rate as it is and not raising it. IF more tax money was available in the future, which of the following statements comes closest to your view?”

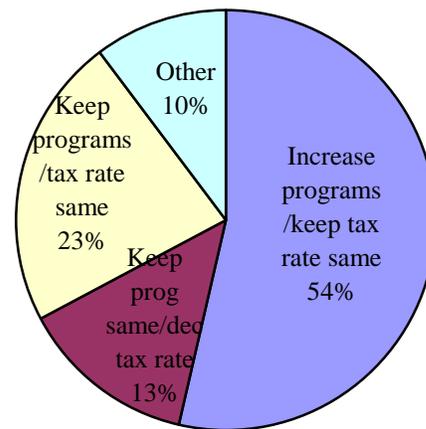
The RCC should...

1. Increase programs and keep the tax rate the same

2. Keep programs the same and decrease the tax rate
3. Keep both the programs and the tax rate the same
4. Would you say something else?

A majority of respondents (53.7%) believed that RCC should increase programs and keep the tax rate the same in the scenario presented in the questionnaire. The next most common response was that RCC should keep both the programs and the tax rate the same (22.5%), followed by the option to keep the programs the same and decrease the tax rate (13.4%). Overall, nine in ten respondents support RCC programs at current or expanded levels in the event of an expanded tax base, and three-quarters support keeping the tax rate the same. Figure IV-1 displays the results for this item.

Figure IV-1: Beliefs about priorities in the event of expanded tax base



Survey participants were asked whether they would favor or oppose raising more money from user fees to enter RCC facilities and programs. A majority of respondents (51.3%) opposed increasing user fees, forty-four percent favored doing so, and five percent were neutral. Of those who favored raising more money from user fees, thirty-four percent felt “strongly” about doing so. Of those who opposed raising more money from user fees, forty-seven percent felt “strongly” about their opinion.

Most participants (80.7%) also felt that the operation of new facilities or new programs at RCC should be paid with a mix of additional user

fees and tax revenues. Far fewer participants felt that new facilities and programs should be paid for entirely from additional user fees (11.9%), and even fewer (7.4%) felt that they should be paid for entirely from tax revenues.

Demographic Factors

Several factors were significantly correlated with the respondents' awareness of RCC being funded through the property tax. Older residents were significantly more aware of this fact. More than fifty percent of respondents age thirty-eight and older said they were aware of the property tax funding while fewer than fifteen percent of respondents under the age of twenty-five knew this.

Long-time residents were more aware of the property tax funding. One-third of the respondents who have been residents for fewer than five years were aware of how the RCC is funded, while sixty percent of those residing in Reston for ten to twenty-four years and seventy-six percent of those residing in Reston for twenty-five years or more knew this.

Homeowners were more aware of the property tax funding for RCC. Nearly two-thirds of those who own their home said they were aware of the funding. One-third of those who rent were aware of the property tax funding.

Income and education were significantly correlated with respondents' views on programs and funding. Those with higher incomes and more education were in favor of increasing programs but keeping the tax rate the same. The view of respondents with lower incomes and less education was to keep both the programs and the tax rate the same.

More than half of both homeowners and renters said they would increase programs but keep the tax rate the same.

Income and education were significantly correlated with respondents' view on whether to raise more money from user fees. Nearly two-thirds of those with less than a college education were opposed to raising more money through user fees. More than fifty percent of all income brackets were opposed to raising more money through user fees.

Across all demographic categories, respondents felt that the operation of new facilities or new programs at RCC should be paid for by a mix of both additional user fees and tax revenues. In most demographics, nearly eighty percent indicated that the best way to fund new programs or facilities was through a mix of these funding avenues.

Summary

A little more than half of respondents were aware of how RCC is funded. If more tax money were available in the future because of an expanded tax base, most respondents believed that RCC should increase programs and keep the tax rate the same. Most participants were opposed to increasing user fees for RCC facilities and programs. Most participants felt that a mix of additional user fees and tax revenues should be used to pay for new programs at RCC rather than relying on just one of those sources.

V. Community Recreation Priorities

Community meetings

A slight majority (53.1%) of survey participants had seen or heard something about community meetings regarding Reston’s future indoor recreation needs. Of those who had seen or heard something, most had seen or heard it in local newspapers (48.7%) or from friends and family (20%). Also, of those who had heard or seen something, one in six (16.7%) of respondents had attended at least one community meeting during the past year.

Channels of communication

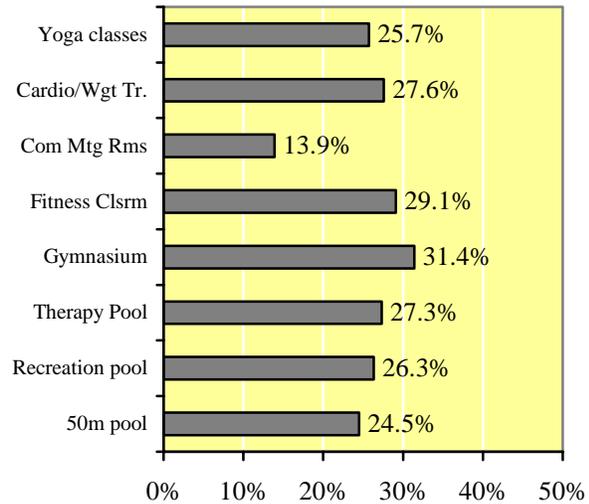
Respondents were asked how they would prefer to receive information about meetings and issues regarding RCC’s plans for the future. Respondents were read a list of information sources and allowed to choose up to three of the options. Email was the most popular choice for receiving this information (35.8%), followed by three print-based channels: local newspapers (28.5%), the RCC’s seasonal program guide (22.9%) and program flyers (16.2%). The support for more traditional printed matter is also reflected in the open-ended text comments.

Preferred enhancements to RCC facilities

Survey participants were then read a list of possible enhancements to RCC’s facilities that the RCC Board is considering. Participants were asked how important each of the possible enhancements was to them and their family.

Figure V-1 shows the percentage of respondents saying “very important” for each of the possible enhancements.

Figure V-1: Percent “very important” responses



Overall, the two most preferred enhancements (about thirty percent saying “very important”) were a gymnasium for a variety of sports and practices, and classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes. Three options for aquatic facilities as well as options for cardio/weight training and space designed for yoga and well-being classes were grouped at the next level of preference (about twenty-five percent). More community meeting rooms were the least preferred (about fourteen percent).

Demographic factors

Demographic factors related to support for the various enhancements differed depending on the enhancement.

Indoor 50-meter pool

Residents of the community who have lived there less than ten years were significantly more in favor of the indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons. Renters were more in favor of this type of aquatic facility. Respondents between the ages of twenty-six and forty-nine said having this type of pool was very important. Those who work full-time were less likely than those who are retired or work part-time to report that having a 50-meter pool was important. Hispanics, African-Americans and Asians were more likely to say that a 50-meter pool was very important.

Indoor family recreation pool

As with the 50-meter pool, newer residents in the community were significantly more likely to say that an indoor family recreation pool was important. Renters were also more likely to think that an indoor recreation pool would be important to them. Residents with incomes less than \$50,000 said that having an indoor family recreation pool was important. As with the 50-meter pool, Hispanics, African-Americans, and Asians were significantly more likely to say that an indoor family recreation pool was important.

Indoor swimming pool with higher water temperature for therapy exercise and very young children

Newer residents and renters were again more likely to say that this type of pool was important. Females were more likely than males to think that an indoor swimming pool with higher water temperature was important. Interestingly, respondents between the ages of twenty-six and thirty-seven were the ones who were more likely to say that a warmer temperature pool was important. Second to this age group were respondents over the age of sixty-four. Those with self-reported disabilities were significantly more interested in having a warm-temperature pool.

Gymnasium for a variety of sports

Residents who have lived in the Reston community for more than twenty-five years were less likely to express an interest in a gymnasium. Renters, however, were significantly more interested in having a gymnasium. As might be expected, respondents between the ages of eighteen and twenty-five were the most interested in having a gymnasium. Respondents between the ages of thirty-eight and forty-nine were the second age group most interested in having a gymnasium. Homemakers and students were more interested in a gymnasium than were employed respondents or those currently looking for work. Hispanics, African-Americans, and Asians were also significantly more interested in a gymnasium than were whites.

Classrooms for aerobics, pilates, Zumba, dance and similar classes

Residents who have lived in the Reston community for less than ten years indicated more interest in this sort of classroom space. Renters were also more interested in this sort of classroom space than were homeowners. Females were significantly more interested in classrooms for aerobic, dance, and similar classes than were males. Respondents between the ages of twenty-six and thirty-seven were more interested in classroom space than younger respondents under the age of twenty-five and those over sixty-four.

More community meeting room space

Residents who have lived in the community for more than ten years were more interested in community meeting room space. Homeownership, gender, age, and employment were not significant factors.

Cardio and weight training

Residents who have lived in the community of Reston for less than five years showed a significant interest in cardio and weight training programs and facilities. Respondents between the age of eighteen and twenty-five were also significantly more interested in having these types of programs. Students and homemakers were also more likely to say that cardio and weight training was important to them.

Space designed for yoga and well-being classes

Females and respondents between the ages of twenty-six and forty-nine said that yoga and well-being were important classes to consider at the RCC. Students were also more interested than people who are working. Other demographic categories were not significantly correlated.

Summary

A small majority of survey respondents had seen or heard something about community meetings regarding Reston's future indoor recreation needs. About one-sixth of those respondents had also attended a community meeting during the past year.

When asked how they would like to receive information about meetings and issues regarding RCC's plans for the future, the most common response was email, followed by local newspapers and RCC's seasonal program guides.

Regarding possible enhancements to RCC's facilities, the option receiving the highest percentage of "very important" responses was gymnasiums for a variety of sports and practices, closely followed by classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes.

VI. Summary

The 2009 Reston Community Center survey was designed to assess current and projected future use of programs and facilities. Questions were introduced to assess the community's priorities for indoor recreational facilities and provide information for informed budget and growth decisions.

More than nine out of ten respondents said they were "very familiar" or "somewhat familiar" with the Reston Community Center. One-half said that RCC is "very important" to the overall quality of life in Reston. Furthermore, nine out of ten respondents said that the Reston Community Center makes Reston a more attractive place to live. More than two-thirds (70%) said that RCC makes Reston a more attractive place for businesses.

Nearly two-thirds of respondents said that they or a family member have participated in an RCC-sponsored event in the past twelve months. Of those who had not participated in the past year, four out of ten had done so in the past five years. The most frequently mentioned reason why respondents said they do not participate in RCC events was that they have no time or are too busy. Some said they have health issues or no longer have children at home. Some expressed limited interest or a dislike for the lottery system as the reason they do not participate.

More than three-fourths of respondents said they participate in arts or cultural experiences while nearly half had participated in swimming instruction and swimming facilities. Just over one-quarter of the respondents utilized fitness and exercise facilities and have rented RCC rooms for private events. Only one out of ten participate in the health and wellness programs.

More than two-thirds of the respondents said they use other facilities such as the Reston Association facilities or commercial facilities. The reason that people gave most for using other facilities is that they are more convenient to home or work.

Nearly eighty percent of respondents said that existing recreational facilities of all types in and around the Reston area meet the current demand, but twenty-nine percent said that they have experienced difficulty trying to sign up for RCC programs or facilities or have not bothered trying

due to demand. An additional eleven percent said they have not tried because they cannot afford the programs.

Fifty-four percent of respondents said they were aware that RCC is supported through the property tax. More than one-half said that if tax revenues increase in the future due to an expanded tax base, they would be in favor of increasing programs but keeping the tax rate the same. One-fourth of the respondents said that they would keep both programs and the tax rate the same.

Residents are slightly more opposed to than in favor of raising more money from user fees to enter RCC. The intensity of opinion is somewhat stronger for those opposed than it is for those in favor. Eight out of ten respondents said that new programs or facilities should be paid for with a mix of user fees and tax revenues.

More than fifty percent of residents said they had seen or heard about community meetings regarding Reston's future indoor recreation needs. One-half of those respondents said that they heard about these meetings through the newspaper. Of those who had heard about community meetings, seventeen percent had attended a meeting.

In the list of preferred enhancements, nearly one-third were interested in a gymnasium and in classrooms of adequate size for dance and similar classes. Aquatic facilities, cardio/weight training and space designed for yoga and well-being classes received slightly less strong support. Additional community meeting room space was the least important enhancement preferred by respondents.

Age was an important factor in responses. Older respondents are more aware of RCC and more likely to have attended a meeting about enhancements to RCC facilities. Older respondents are less likely to support many of the enhancements proposed in the survey with the exceptions of the therapy pool and classrooms for dance and similar activities.

Those with children are more familiar with RCC and more likely to have used the facilities in the past. They are less likely to have used RCC for arts and cultural programs and less likely to be aware of tax support for RCC.

Long-time residents are more familiar with RCC and more likely to have used the facilities in the past. They were aware of the property tax support

and were more likely to have attended the community meetings regarding the future of RCC.

There were some regional differences regarding the preferences for future enhancements. The analysis by zip code indicates that residents in the 20194 zip code are not as interested in the family recreation pool or the therapy pool. Residents in the 20190 zip code show the most interest in the therapy pool. There were significant differences between zip codes in the need for community meeting room space. Residents in the 20194 zip code were not as interested in having more community room space as those in the 20190 area.

The survey indicates that the respondent's stage of life and community attachment affect their response. The survey also indicates a relatively high level of community engagement on these issues.

The survey does not provide a clear answer regarding what new facilities are preferred by the community. Rather than ending the discussion, the survey should be used as part of the information available to continue the discussion.

Appendix A:

Weighted Frequencies

I. Familiarity and Participation

prog Familiar with Reston Community Center or its programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1087	96.6	96.8	96.8
	2 No	36	3.2	3.2	100.0
	Total	1124	99.9	100.0	
Missing	8 NOT SURE	1	.1		
Total		1125	100.0		

prog2 How familiar with the programs of the Reston Community Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very familiar	341	30.3	31.4	31.4
	2 Somewhat familiar with the programs	659	58.6	60.7	92.1
	3 Not at all familiar with the programs	86	7.7	7.9	100.0
	Total	1086	96.6	100.0	
Missing	8 DON'T KNOW	1	.1		
	System	38	3.4		
	Total	39	3.4		
Total		1125	100.0		

impqol How important is the RCC to the overall quality of life in Reston?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	582	51.8	55.1	55.1
	2 Somewhat important	414	36.8	39.1	94.2
	3 Not very important	50	4.4	4.7	98.8
	4 Not at all important	12	1.1	1.2	100.0
	Total	1058	94.0	100.0	
Missing	8 DON'T KNOW	27	2.4		
	9 REFUSED	3	.2		
	System	38	3.4		
	Total	67	6.0		
Total		1125	100.0		

attract Does the RCC make Reston a more attractive place to live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	955	84.9	91.7	91.7
	2 No	86	7.6	8.3	100.0
	Total	1041	92.5	100.0	
Missing	8 DON'T KNOW	42	3.7		
	9 REFUSED	1	.1		
	System	40	3.6		
	Total	84	7.5		
Total		1125	100.0		

busattr Does the RCC make Reston a more attractive place for businesses to locate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	601	53.4	71.5	71.5
	2 No	216	19.2	25.6	97.1
	3 It depends	24	2.2	2.9	100.0
	Total	841	74.8	100.0	
Missing	8 DON'T KNOW	242	21.5		
	9 REFUSED	1	.1		
	System	40	3.6		
	Total	284	25.2		
Total		1125	100.0		

past12 Ever attended a class, workshop, or event at the Reston Community Center or an RCC-sponsored event?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	686	61.0	63.7	63.7
	2 No	391	34.8	36.3	100.0
	Total	1077	95.7	100.0	
Missing	8 DON'T KNOW	8	.7		
	System	40	3.6		
	Total	48	4.3		
Total		1125	100.0		

\$Whynot Frequencies

			Responses		Percent of Cases
			N	Percent	
\$Whynot Why	whynot_1	Just moved to Reston	12	2.6%	3.0%
have you not used RCC in the past 12 months ^a	whynot_2	Not familiar with RCC	23	4.9%	5.8%
	whynot_3	Not receiving information about current programs and activities	12	2.5%	2.9%
	whynot_4	Programs and activites not offered at a convenient time	16	3.3%	4.0%
	whynot_5	Programs and activites are not interesting	64	13.9%	16.4%
	whynot_6	Too expensive	5	1.2%	1.4%
	whynot_7	Locations are too far away or not convenient	15	3.3%	3.9%
	whynot_8	Lack of transportation	2	.4%	.5%
	whynot_9	No time/too busy	182	39.3%	46.5%
	whynot10	Use other facilities	8	1.8%	2.1%
	whynot11	Other	115	24.8%	29.3%
	whynot12	DON'T KNOW	7	1.6%	1.8%
	whynot13	REFUSED	3	.5%	.6%
Total			463	100.0%	118.4%

a. Dichotomy group tabulated at value 1.

pastfive Have participated in the past five years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	152	13.5	39.7	39.7
	2 No	230	20.5	60.3	100.0
	Total	382	34.0	100.0	
Missing	8 DON'T KNOW	9	.8		
	System	734	65.2		
	Total	743	66.0		
Total		1125	100.0		

\$Whystop Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Whystop Why did you stop using the RCC ^a	whystop1 Kids grew up/left	21	11.5%	14.0%
	whystop2 Not receiving information about current programs and activities	1	.4%	.5%
	whystop3 Programs and activities not offered at a convenient time	11	5.8%	7.0%
	whystop4 Programs and activities are not interesting	17	9.4%	11.4%
	whystop5 Too expensive	5	2.5%	3.0%
	whystop6 Locations are too far away or not convenient	5	2.7%	3.2%
	whystop7 Lack of transportation	1	.6%	.8%
	whystop8 No time/too busy	66	35.5%	43.3%
	whystop9 Use other facilities	3	1.6%	1.9%
	whysto10 Other	53	28.7%	35.0%
	whysto11 DON'T KNOW	3	1.4%	1.6%
Total	185	100.0%	121.7%	

a. Dichotomy group tabulated at value 1.

\$Current Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Current Have participated in the past ^a 12 months	current1 Swimming and/or swim instruction	309	24.6%	48.4%
	current2 Fitness and exercise	191	15.3%	30.0%
	current3 Health and wellness	97	7.7%	15.2%
	current4 Rented RCC rooms for private events	155	12.4%	24.4%
	current5 Arts or cultural experiences	500	40.0%	78.5%
Total		1253	100.0%	196.4%

a. Dichotomy group tabulated at value 1.

othfac Use any other recreation or fitness facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	656	58.4	60.8	60.8
	2 No	423	37.6	39.2	100.0
	Total	1080	96.0	100.0	
Missing	8 DON'T KNOW	5	.4		
	System	40	3.6		
	Total	45	4.0		
Total		1125	100.0		

\$Pubpriv Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Pubpriv	pubpriv1 Southgate Community Center	9	1.0%	1.3%
Other recreation or fitness facilities you use ^a in Reston	pubpriv2 Lake Fairfax Park	21	2.5%	3.2%
	pubpriv3 Reston Teen Center	3	.4%	.5%
	pubpriv4 Public parks, schools, playgrounds	104	12.4%	15.9%
	pubpriv5 Reston Association Club/Facilities	198	23.5%	30.1%
	pubpriv6 YMCA	124	14.7%	18.9%
	pubpriv7 Commercial facility with paid membership	174	20.7%	26.6%
	pubpriv8 Other	207	24.6%	31.5%
	pubpriv9 DON'T KNOW	2	.3%	.3%
Total		842	100.0%	128.3%

a. Dichotomy group tabulated at value 1.

\$Whyoth Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Whyoth Reasons why you use other facilities ^a	whyoth_1 RCC facilities too crowded/limited sign-ups	7	.9%	1.1%
	whyoth_2 The people who also use them	23	2.7%	3.5%
	whyoth_3 They have things RCC does not offer	205	23.7%	31.2%
	whyoth_4 They are more convenient to home or work	260	30.0%	39.6%
	whyoth_5 Variety	56	6.5%	8.6%
	whyoth_6 Costs are better	44	5.1%	6.7%
	whyoth_7 Other	253	29.2%	38.5%
	whyoth_8 DON'T KNOW	15	1.8%	2.3%
	whyoth_9 REFUSED	1	.2%	.2%
Total		865	100.0%	131.8%

a. Dichotomy group tabulated at value 1.

\$Whynoth Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Whynoth Reasons why you do not use any other facilities ^a	whynoth1 No time	110	23.1%	25.9%
	whynoth2 Cost to join or be a member	49	10.3%	11.5%
	whynoth3 Don't like to use them	17	3.5%	4.0%
	whynoth4 Prefer to do other things with my time	27	5.8%	6.5%
	whynoth5 Too far away/inconvenient to get there	30	6.3%	7.1%
	whynoth6 RCC provides all I need	39	8.3%	9.2%
	whynoth7 Other	187	39.4%	44.2%
	whynoth8 DON'T KNOW	10	2.0%	2.2%
	whynoth9 REFUSED	6	1.2%	1.4%
Total		474	100.0%	112.0%

a. Dichotomy group tabulated at value 1.

II. Demand Assumptions

demand Existing recreational facilities of all types in and around the Reston meet the current demand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	701	62.3	78.4	78.4
	2 No	193	17.2	21.6	100.0
	Total	894	79.5	100.0	
Missing	8 DON'T KNOW	188	16.7		
	9 REFUSED	3	.2		
	System	40	3.6		
	Total	231	20.5		
Total		1125	100.0		

difficlt Experienced difficulty trying to sign up for RCC programs or use RCC facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	310	27.6	29.1	29.1
	2 No	636	56.5	59.6	88.7
	3 Have not tried because I cannot afford the programs	121	10.7	11.3	100.0
	Total	1066	94.8	100.0	
Missing	8 DON'T KNOW	16	1.4		
	9 RESUFED	2	.2		
	System	40	3.6		
	Total	59	5.2		
Total		1125	100.0		

III. Financing

awaretax Aware that RCC was supported through the property tax

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	577	51.3	54.1	54.1
	2 No	490	43.5	45.9	100.0
	Total	1067	94.8	100.0	
Missing	8 DON'T KNOW/NOT SURE	17	1.5		
	9 REFUSED	1	.1		
	System	40	3.6		
	Total	58	5.2		
Total		1125	100.0		

futrta3 Which of the following statements comes closest to your view?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Increase programs and keep the tax rate the same	547	48.6	53.7	53.7
	2 Keep programs the same and decrease the tax rate	136	12.1	13.4	67.1
	3 Keep both the programs and the tax rate the same, or	229	20.3	22.5	89.6
	4 Something else	97	8.6	9.5	99.1
	5 DECREASE PROGRAMS AND TAX RATE [VOLUNTEERED]	4	.3	.4	99.5
	6 INCREASE PROGRAMS, DECREASE TAX RATE [VOLUNTEERED]	6	.5	.5	100.0
	Total	1018	90.5	100.0	
Missing	8 DON'T KNOW	62	5.5		
	9 REFUSED	4	.4		
	System	40	3.6		
Total		107	9.5		
Total		1125	100.0		

userfee1 Favor or oppose raising more money from user fees to enter RCC facilities and programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Favor	440	39.1	43.7	43.7
	2 Oppose	516	45.9	51.3	95.0
	3 NEITHER/NEUTRAL	50	4.4	5.0	100.0
	Total	1006	89.4	100.0	
Missing	8 DON'T KNOW	74	6.6		
	9 REFUSED	5	.4		
	System	40	3.6		
	Total	119	10.6		
Total		1125	100.0		

userfee2 Would that be strongly (favor or oppose) or somewhat (favor or oppose)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly	389	34.6	40.9	40.9
	2 Somewhat	562	50.0	59.1	100.0
	Total	951	84.5	100.0	
Missing	8 DON'T KNOW	3	.3		
	9 REFUSED	2	.2		
	System	169	15.0		
	Total	174	15.5		
Total		1125	100.0		

userfee3 How should the operation of new facilities or new programs at RCC be paid?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Entirely from additional user fees	124	11.0	11.9	11.9
	2 Entirely from tax revenues	77	6.9	7.4	19.3
	3 A mix of both	841	74.8	80.7	100.0
	Total	1043	92.7	100.0	
Missing	8 DON'T KNOW	34	3.0		
	9 REFUSED	8	.7		
	System	40	3.6		
	Total	82	7.3		
Total		1125	100.0		

IV. Community Recreation Priorities

awarmeet have you seen or heard anything about community meetings regarding Reston's future indoor recreation needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	582	51.7	53.1	53.1
	2 NO	513	45.6	46.9	100.0
	Total	1096	97.4	100.0	
Missing	3 DON'T KNOW	27	2.4		
	System	3	.2		
	Total	29	2.6		
Total		1125	100.0		

\$Howhear Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Howhear How you heard about the community meetings ^a	howhear1 Email from RCC	26	3.3%	4.4%
	howhear2 Email from other source	37	4.8%	6.4%
	howhear3 RCC website	9	1.2%	1.6%
	howhear4 Other website or internet source	17	2.2%	2.9%
	howhear5 Friends and family	117	15.1%	20.0%
	howhear6 Local newspapers	284	36.6%	48.7%
	howhear7 Reston Association	33	4.3%	5.7%
	howhear8 RCC staff and instructors	27	3.5%	4.7%
	howhear9 Other	202	26.1%	34.6%
	howhea10 DON'T KNOW/DON'T RECALL	23	3.0%	4.0%
Total		774	100.0%	133.0%

a. Dichotomy group tabulated at value 1.

meeting Attended a community meeting regarding future Reston indoor recreation needs during the past year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	97	8.6	16.7	16.7
	2 No	484	43.0	83.3	100.0
	Total	581	51.7	100.0	
Missing	8 DON'T KNOW	1	.1		
	System	543	48.3		
	Total	544	48.3		
Total		1125	100.0		

\$Info2 Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Info2 Preference for information about meetings and issues ^a	info2_1 Local newspapers	320	17.8%	28.5%
	info2_2 Seasonal Program Guide	257	14.3%	22.9%
	info2_3 CenterStage Touring Artist Series Mailer	106	5.9%	9.5%
	info2_4 Program Flyers	181	10.1%	16.2%
	info2_5 RCC Website	149	8.3%	13.2%
	info2_6 Email	402	22.4%	35.8%
	info2_7 Friends and family	24	1.3%	2.1%
	info2_8 RCC Staff and Instructors	11	.6%	1.0%
	info2_9 Other	310	17.3%	27.6%
	info2_10 DON'T WANT TO RECEIVE OR DON'T OFFER	21	1.2%	1.9%
	info2_11 DON'T KNOW	14	.8%	1.3%
	info2_12 REFUSED	1	.1%	.1%
Total		1798	100.0%	160.2%

a. Dichotomy group tabulated at value 1.

enhnce_1 Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	270	24.0	24.5	24.5
	2 Somewhat important	392	34.8	35.4	59.9
	3 Not important	443	39.4	40.1	100.0
	Total	1105	98.2	100.0	
Missing	8 DON'T KNOW	16	1.4		
	9 REFUSED	2	.2		
	System	3	.2		
	Total	20	1.8		
Total		1125	100.0		

enhnce_2 Indoor family recreation pool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	291	25.9	26.3	26.3
	2 Somewhat important	378	33.6	34.2	60.5
	3 Not important	437	38.8	39.5	100.0
	Total	1107	98.4	100.0	
Missing	8 DON'T KNOW	13	1.1		
	9 REFUSED	3	.3		
	System	3	.2		
	Total	18	1.6		
Total		1125	100.0		

enhnce_3 Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	300	26.7	27.3	27.3
	2 Somewhat important	352	31.3	32.0	59.3
	3 Not important	448	39.8	40.7	100.0
	Total	1100	97.8	100.0	
Missing	8 DON'T KNOW	21	1.8		
	9 REFUSED	2	.2		
	System	3	.2		
	Total	25	2.2		
Total		1125	100.0		

enhnce_4 Gymnasium for a variety of sports and practices

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	347	30.9	31.4	31.4
	2 Somewhat important	395	35.1	35.7	67.1
	3 Not important	364	32.3	32.9	100.0
	Total	1106	98.3	100.0	
Missing	8 DON'T KNOW	16	1.4		
	9 REFUSED	1	.1		
	System	3	.2		
	Total	19	1.7		
Total		1125	100.0		

enhnce_5 Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	321	28.5	29.1	29.1
	2 Somewhat important	476	42.3	43.1	72.2
	3 Not important	307	27.3	27.8	100.0
	Total	1104	98.1	100.0	
Missing	8 DON'T KNOW	18	1.6		
	9 REFUSED	1	.1		
	System	3	.2		
	Total	21	1.9		
Total		1125	100.0		

enhnce_6 More community meeting room space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	146	12.9	13.9	13.9
	2 Somewhat important	402	35.7	38.2	52.1
	3 Not important	504	44.8	47.9	100.0
	Total	1051	93.4	100.0	
Missing	8 DON'T KNOW	70	6.3		
	9 REFUSED	1	.1		
	System	3	.2		
	Total	74	6.6		
Total		1125	100.0		

enhnce_7 Cardio and weight training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	302	26.9	27.6	27.6
	2 Somewhat important	409	36.4	37.4	65.0
	3 Not important	383	34.1	35.0	100.0
	Total	1095	97.3	100.0	
Missing	8 DON'T KNOW	26	2.3		
	9 REFUSED	2	.2		
	System	3	.2		
	Total	30	2.7		
Total		1125	100.0		

enhnce_8 Space designed for yoga and well-being classes:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	282	25.0	25.7	25.7
	2 Somewhat important	432	38.4	39.4	65.0
	3 Not important	384	34.1	35.0	100.0
	Total	1098	97.6	100.0	
Missing	8 DON'T KNOW	23	2.1		
	9 REFUSED	2	.2		
	System	3	.2		
	Total	27	2.4		
Total		1125	100.0		

Appendix B:

Weighted Demographics

Demographics

agecat5 Age (5 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-25	31	2.7	2.9	2.9
	2 26-37	202	17.9	19.2	22.1
	3 38-49	213	18.9	20.3	42.4
	4 50-64	353	31.3	33.6	75.9
	5 Over 64	253	22.5	24.1	100.0
	Total	1051	93.4	100.0	
Missing	9	74	6.6		
Total		1125	100.0		

reside Length of Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 1 year	50	4.4	4.5	4.5
	2 1-4 years	237	21.1	21.3	25.7
	3 5 to 9 years	191	17.0	17.1	42.8
	4 10 to 24 years	392	34.8	35.1	78.0
	5 25 years or more	236	21.0	21.1	99.1
	6 Whole life	10	.9	.9	100.0
Total		1116	99.2	100.0	
Missing	8 REFUSED	7	.6		
	System	2	.2		
	Total	9	.8		
Total		1125	100.0		

home Own or Rent Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Own	772	68.6	69.6	69.6
	2 Rent	338	30.0	30.4	100.0
	Total	1110	98.6	100.0	
Missing	3 Other	4	.4		
	9 REFUSED	8	.7		
	System	3	.3		
	Total	15	1.4		
Total		1125	100.0		

marital Marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Married	633	56.3	58.2	58.2
	2 Separated	15	1.3	1.4	59.6
	3 Divorced	152	13.5	14.0	73.6
	4 Widowed	69	6.1	6.3	79.9
	5 Never married	219	19.5	20.1	100.0
	Total	1088	96.7	100.0	
Missing	6 REFUSED	33	2.9		
	System	4	.4		
	Total	37	3.3		
Total		1125	100.0		

educ What is the highest level of education you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 9th grade	3	.3	.3	.3
	2 9th-12th, did not finish high school	3	.2	.2	.5
	3 High school graduate	56	4.9	5.0	5.5
	4 Some college, no degree	83	7.4	7.5	13.1
	5 2-year college degree	48	4.3	4.4	17.4
	6 4-year college degree	418	37.2	37.8	55.3
	7 Some graduate work	55	4.9	5.0	60.2
	8 Masters or professional degree	362	32.2	32.7	92.9
	9 Advanced grade work or PhD	78	7.0	7.1	100.0
	Total	1106	98.3	100.0	
Missing	10 DON'T KNOW	3	.3		
	11 REFUSED	12	1.1		
	System	4	.4		
	Total	19	1.7		
Total		1125	100.0		

rgender Please confirm your gender for me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 Male	435	38.7	39.0	39.0
	4 Female	681	60.5	61.0	100.0
	Total	1116	99.2	100.0	
Missing	9 DON'T KNOW/REFUSED	5	.5		
	System	4	.4		
	Total	9	.8		
Total		1125	100.0		

language Is English the language primarily spoken in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1031	91.7	92.8	92.8
	2 No	79	7.1	7.2	100.0
	Total	1111	98.7	100.0	
Missing	8 Not sure	4	.4		
	9 REFUSED/NO ANSWER	6	.5		
	System	4	.4		
Total		14	1.3		
Total		1125	100.0		

lang2 What language is primarily spoken in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1 AMHARIC	1	.1	1.2	1.2	
	2 ARABIC	7	.6	8.7	10.0	
	3 CHINESE	5	.4	5.5	15.5	
	4 FRENCH	5	.4	6.0	21.5	
	7 HINDI	1	.1	.9	22.4	
	8 ITALIAN	1	.1	.9	23.3	
	11 PERSIAN OR FARSI	2	.2	2.6	25.9	
	12 RUSSIAN	4	.4	4.8	30.7	
	13 SPANISH OR SPANISH CREOLE	19	1.7	23.1	53.8	
	16 TURKISH	1	.1	.9	54.7	
	17 URDU	9	.8	10.8	65.4	
	19 OTHER	29	2.6	34.6	100.0	
	Total	84	7.4	100.0		
	Missing	System	1041	92.6		
	Total		1125	100.0		

disabl Do you or any of your family members have any physical or intellectual limitations that prevent you from using any of the Reston Community Center facilities?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	78	6.9	7.0	7.0
	2 No	1035	92.0	93.0	100.0
	Total	1113	98.9	100.0	
Missing	9 REFUSED	8	.7		
	System	4	.4		
	Total	12	1.1		
Total		1125	100.0		

work Which of the following best describes you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Working full-time	635	56.5	57.5	57.5
	2 Working part-time	113	10.0	10.2	67.7
	3 Looking for work	35	3.1	3.2	70.9
	4 Homemaker	67	5.9	6.1	77.0
	5 Retired	215	19.1	19.5	96.5
	6 Student	19	1.7	1.7	98.2
	8 Other	20	1.8	1.8	100.0
	Total	1104	98.1	100.0	
	Missing	9 REFUSED	16	1.4	
System		5	.5		
Total		21	1.9		
Total		1125	100.0		

jobloc Is your job located in Reston or elsewhere?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Reston	234	20.8	31.6	31.6
	2 Elsewhere	508	45.1	68.4	100.0
	Total	742	66.0	100.0	
Missing	8 NOT SURE	3	.3		
	9 REFUSED	3	.2		
	System	377	33.5		
Total		383	34.0		
Total		1125	100.0		

sizebus1 How many people are employed at the place where you work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 1-4	55	4.9	25.3	25.3
	2 5-9	12	1.0	5.4	30.7
	3 10-19	8	.7	3.9	34.6
	4 20-49	27	2.4	12.3	46.9
	5 50-99	17	1.5	7.8	54.7
	6 100-249	42	3.7	19.4	74.1
	7 250-499	13	1.2	6.2	80.2
	8 500-999	7	.7	3.4	83.6
	9 1000+	36	3.2	16.4	100.0
	Total	217	19.3	100.0	
Missing	10 DK/REF	17	1.5		
	System	891	79.2		
	Total	908	80.7		
Total		1125	100.0		

ownprop Do you or anyone in your household own commercial or rental property in Reston?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	49	4.3	4.4	4.4
	2 No	1058	94.0	95.6	100.0
	Total	1106	98.3	100.0	
Missing	9 REFUSED	12	1.1		
	System	6	.5		
	Total	19	1.7		
Total		1125	100.0		

ownbus Do you or anyone in your household own or operate a business located in Reston?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	97	8.6	8.8	8.8
	2 No	1008	89.6	91.2	100.0
	Total	1105	98.2	100.0	
Missing	9 REFUSED	14	1.3		
	System	6	.5		
	Total	20	1.8		
Total		1125	100.0		

useevn Are you aware that your employees may use RCC facilities at resident rates even if they are not Reston residents?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	47	4.2	48.7	48.7
	2 No	49	4.4	51.3	100.0
	Total	96	8.5	100.0	
Missing	9 REFUSED	1	.1		
	System	1028	91.4		
	Total	1029	91.5		
Total		1125	100.0		

hispanic Do you consider yourself to be of Hispanic or Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	62	5.5	5.7	5.7
	2 No	1036	92.1	94.3	100.0
	Total	1098	97.6	100.0	
Missing	8 DON'T KNOW	5	.5		
	9 REFUSED	15	1.4		
	System	6	.5		
Total		27	2.4		
Total		1125	100.0		

race Would you tell me what category best describes you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 White,	865	76.9	81.8	81.8
	2 African American or Black	90	8.0	8.5	90.3
	3 Asian	59	5.2	5.6	95.9
	4 American Indian	4	.3	.4	96.3
	5 Pacific Islander	2	.2	.2	96.5
	6 Multi-racial	23	2.0	2.1	98.6
	8 Hispanic only	15	1.3	1.4	100.0
	Total	1057	94.0	100.0	
	Missing	7 Other	14	1.3	
9 REFUSED / NO ANSWER		46	4.1		
System		7	.6		
Total		68	6.0		
Total		1125	100.0		

income best describes your annual household income from all sources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 15 thousand	29	2.6	3.3	3.3
	2 Fifteen to 35 thousand	45	4.0	5.1	8.4
	3 Thirty-five to 50 thousand	55	4.9	6.2	14.6
	4 Fifty to 75 thousand	144	12.8	16.4	31.0
	5 Seventy-five to 100 thousand	163	14.5	18.5	49.5
	6 One hundred to 150 thousand	219	19.5	24.9	74.4
	7 Over 150 thousand	225	20.0	25.6	100.0
	Total	879	78.2	100.0	
Missing	8 DON'T KNOW	31	2.8		
	9 REFUSED	207	18.4		
	System	7	.6		
	Total	246	21.8		
Total		1125	100.0		

Appendix C:

Summary of Significant Differences for Selected Demographic Variables

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Prog	Have heard of the Reston Community Center or its programs	98.1	93.8	91.8	89.9	99.5	98.2	100	90.0	94.0	96.7	97.4	98.0	98.6	95.8	94.6	97.9	96.8
Prog2	Very or somewhat familiar with the programs of RCC	93.2	89.6	75.6	88.7	95.3	93.8	92.7	77.8	90.5	93.7	92.1	91.2	96.8	89.8	91.6	92.8	90.9
Impqol	RCC is very or somewhat important to the overall quality of life in Reston	93.0	97.0	100	93.8	94.1	93.4	94.4	95.8	91.3	96.6	93.7	94.5	96.5	93.0	95.8	94.6	90.9
Attract	RCC makes Reston a more attractive place to live	91.5	92.6	85.0	91.3	91.7	92.2	92.6	96.3	86.3	92.0	93.6	92.8	94.3	90.7	94.9	92.5	86.6
Busattr	RCC makes Reston a more attractive place for businesses	69.8	76.3	80.0	69.6	66.2	73.3	74.3	92.0	55.3	73.2	73.2	79.5	71.4	71.8	79.4	69.4	65.8
Past12	You or a family member attended an RCC event in the past 12 months	65.5	59.4	51.2	55.5	61.9	65.3	71.3	51.9	55.9	67.3	61.3	70.1	71.9	59.9	62.5	67.2	55.0
Whynot1	Do not use RCC because just moved to Reston	1.2	7.1	42.9	1.1	1.4	0.0	0.0	0.0	7.3	2.9	3.0	0.0	7.3	1.7	0.9	4.1	3.7
Whynot2	Do not use RCC because not familiar with RCC	3.9	9.4	19.0	7.5	7.0	3.0	4.3	25.0	8.4	5.9	6.0	1.4	6.3	5.9	9.1	6.5	0.9

* Bold percentages indicate significant differences within a demographic group.

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Whynot3	Do not use RCC because have not received information about current programs	2.7	3.1	4.8	1.1	8.3	2.3	1.4	7.7	2.4	5.9	0.8	1.4	1.0	3.8	4.5	2.4	2.8
Whynot4	Do not use RCC because programs and activities are not offered at a convenient time	2.3	7.1	14.3	6.5	4.2	2.3	0.0	0.0	13.3	2.9	2.3	0.0	10.4	1.7	0.0	6.5	4.6
Whynot5	Do not use RCC because programs and activities are not interesting	21.6	5.5	0.0	8.6	7.0	23.3	29.6	8.3	7.3	17.6	18.2	26.0	10.3	18.8	16.5	18.9	13.1
Whynot6	Do not use RCC because too expensive	1.9	0.0	0.0	1.1	0.0	2.3	2.8	7.7	0.0	0.0	3.0	1.4	1.0	1.4	2.7	1.2	0.9
Whynot7	Do not use RCC because locations are too far away or not convenient	4.7	2.4	0.0	2.2	5.6	4.5	4.3	0.0	1.2	4.5	4.5	5.5	4.2	4.1	1.8	1.2	10.3
Whynot8	Do not use RCC because lack of transportation	0.8	0.0	0.0	1.1	0.0	0.8	0.0	0.0	0.0	0.0	0.0	2.7	1.0	0.3	0.0	0.6	0.9
Whynot9	Do not use RCC because no time or too busy	43.6	52.3	33.3	57.0	56.3	45.9	27.1	75.0	42.2	57.4	52.3	32.4	49.5	45.7	47.3	46.2	47.7
Whynot10	Do not use RCC because use other facilities	3.1	0.0	0.0	0.0	2.8	2.3	4.3	0.0	1.2	1.5	1.5	5.4	1.0	2.4	0.9	1.8	3.7

* Bold percentages indicate significant differences within a demographic group.

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Pastfive	Have you or a family member participated in RCC programs in the past five years?	44.7	29.0	4.8	21.3	40.0	52.3	50.7	50.0	24.1	36.4	47.3	36.1	50.5	35.4	33.0	45.2	39.2
Whystop1	Stopped using RCC because kids grew up/left	17.7	2.8	0.0	10.5	7.1	17.9	14.3	0.0	0.0	12.0	22.6	7.7	16.3	13.1	8.3	10.7	25.0
Whystop2	Stopped using RCC because have not been receiving information about current programs	0.9	0.0	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	1.6	0.0	0.0	1.0	0.0	0.0	2.4
Whystop3	Stopped using RCC because programs and activities are not offered at a convenient time	3.5	17.1	0.0	36.8	7.1	1.5	0.0	0.0	36.8	8.3	1.6	0.0	14.3	4.0	0.0	8.1	10.0
Whystop4	Stopped using RCC because programs and activities are not interesting	11.5	8.6	0.0	5.3	3.6	16.2	11.4	0.0	5.3	16.0	12.9	7.7	16.3	9.1	8.1	14.7	10.0
Whystop5	Stopped using RCC because too expensive	0.9	8.3	0.0	0.0	0.0	7.4	0.0	0.0	0.0	16.7	1.6	0.0	6.1	1.0	2.7	4.1	2.4
Whystop6	Stopped using RCC because locations are too far away or not convenient	4.4	0.0	0.0	10.0	0.0	4.4	2.9	0.0	5.0	4.2	1.6	3.8	6.1	2.0	2.7	1.4	7.5
Whystop7	Stopped using RCC because lack of transportation	0.9	0.0	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	3.8	0.0	2.0	0.0	1.4	0.0

* **Bold percentages indicate significant differences within a demographic group.**

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Whystop8	Stopped using RCC because too busy/no time	37.2	60.0	0.0	42.1	46.4	47.1	31.4	100	40.0	41.7	53.2	19.2	43.8	43.4	45.9	41.9	45.0
Whystop9	Stopped using RCC because use other facilities	2.7	0.0	0.0	0.0	0.0	4.4	0.0	0.0	0.0	3.2	0.0	0.0	2.0	2.7	1.4	2.4	
Current1	Participated in swim or swim instruction in the past 12 months	42.4	52.2	50.0	57.8	60.7	44.6	25.9	80.0	54.3	62.8	37.8	32.7	67.6	32.3	33.9	49.4	45.4
Current2	Participated in fitness and exercise in the past 12 months	26.6	32.3	22.7	39.7	27.6	26.8	23.1	21.4	28.8	29.2	28.4	26.9	26.4	28.9	26.9	24.6	35.4
Current3	Participated in health and wellness in the past 12 months	13.3	17.2	13.0	14.8	16.4	15.7	11.0	26.7	14.3	14.0	15.4	13.5	13.1	15.0	14.4	13.4	14.6
Current4	Participated in rental of RCC rooms in the past 12 months	25.3	16.1	13.6	12.1	20.5	27.2	26.4	21.4	20.0	23.4	22.0	22.1	27.6	20.0	18.0	26.8	16.0
Current5	Participated in arts or cultural experiences in the past 12 months	72.0	77.0	63.6	70.8	71.8	72.3	78.7	35.7	67.3	66.4	76.9	81.9	68.6	76.2	71.8	73.9	74.8
Othfac	Use other recreation or fitness facilities other than RCC	65.6	49.4	53.5	56.5	60.3	67.2	56.3	59.3	60.6	69.3	62.9	52.6	65.6	58.2	58.1	57.9	68.0

* Bold percentages indicate significant differences within a demographic group.

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Pubpriv1	Use Southgate Community Center	0.6	3.9	0.0	0.8	0.0	3.1	0.0	0.0	2.6	2.1	0.5	0.8	3.2	0.2	0.0	2.7	0.6
Pubpriv2	Use Lake Fairfax Park	3.6	1.9	0.0	2.5	7.0	1.6	4.3	12.5	4.4	5.0	1.9	1.5	6.3	1.7	4.1	2.7	3.0
Pubpriv3	Use Reston Teen Center	0.0	1.9	0.0	2.5	0.0	0.0	0.0	0.0	2.6	0.0	0.0	0.0	1.4	0.0	1.8	0.0	0.0
Pubpriv4	Use public parks, schools, playgrounds	15.4	18.2	4.5	16.7	21.9	13.7	16.1	25.0	11.4	19.4	16.7	16.0	20.2	14.0	16.9	17.2	14.6
Pubpriv5	Use Reston Association Club/Facilities	31.3	26.6	21.7	20.7	31.0	32.4	35.5	25.0	24.6	35.0	34.0	26.2	32.3	28.9	32.6	29.3	30.5
Pubpriv6	Use YMCA	20.4	14.3	4.3	19.0	21.2	18.0	20.3	31.3	16.7	20.0	18.1	19.1	25.2	15.4	21.1	17.2	22.6
Pubpriv7	Use a commercial facility with paid membership	24.9	30.5	40.9	19.8	27.2	29.3	23.4	12.5	28.9	25.0	29.8	22.9	20.7	29.4	22.1	30.1	22.6
Whyoth1	Use other facilities because RCC facilities too crowded or limited sign-ups	1.4	0.0	0.0	0.0	0.9	0.8	2.9	0.0	0.9	0.7	1.9	0.8	0.9	1.4	1.2	1.3	1.2

* **Bold percentages indicate significant differences within a demographic group.**

		Own/Rent		Length of Residence					Age					Children		ZIP Code		
Label	Question	Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Whyoth2	Use other facilities because the people who also use them	2.8	5.8	0.0	0.0	6.1	3.5	5.1	0.0	2.6	3.6	4.7	3.8	3.1	3.8	3.5	4.4	2.4
Whyoth3	Use other facilities because they have things RCC does not offer	31.6	29.9	34.8	23.1	29.8	32.0	37.2	25.0	29.8	29.3	30.7	40.5	30.2	31.8	33.9	31.4	29.3
Whyoth4	Use other facilities because they are more convenient to home or work	41.5	32.5	39.1	52.1	33.6	38.4	35.0	43.8	41.2	29.3	45.6	35.1	37.8	40.5	37.2	36.0	47.6
Whyoth5	Use other facilities because variety	5.8	9.5	4.3	7.5	14.9	7.4	8.0	0.0	9.6	8.6	9.8	9.2	6.8	9.5	7.6	8.4	9.1
Whyoth6	Use other facilities because costs are better	4.7	12.3	0.0	11.6	10.6	3.1	5.1	0.0	9.6	6.4	7.4	5.3	4.5	7.6	8.7	5.4	6.1
Whynoth1	Do not use other facilities because no time	22.4	32.3	50.0	30.4	25.3	27.2	16.7	54.5	27.0	18.0	37.8	15.4	24.8	26.7	31.5	22.8	26.0
Whynoth2	Do not use other facilities because cost to join or be a member	7.7	17.7	15.0	15.2	12.0	6.4	12.0	0.0	17.6	21.3	6.3	5.9	21.4	7.3	10.5	9.8	17.9
Whynoth3	Do not use other facilities because don't like to use them	6.6	0.0	0.0	2.2	6.7	4.0	3.7	0.0	2.7	6.5	3.2	5.9	0.9	5.3	4.1	4.2	2.6

* Bold percentages indicate significant differences within a demographic group.

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Whynoth4	Do not use other facilities because prefer to do other things with my time	9.7	0.6	0.0	3.2	2.7	8.0	11.1	0.0	1.4	8.2	7.1	9.3	3.4	7.6	4.0	7.0	9.1
Whynoth5	Do not use other facilities because too far away/inconvenient to get there	6.5	7.6	15.0	8.7	2.7	7.2	6.5	0.0	4.1	18.0	3.9	7.6	9.5	5.9	0.8	9.3	11.5
Whynoth6	Do not use other facilities because RCC provides all I need	9.2	9.6	0.0	5.4	12.0	11.2	10.2	0.0	1.4	8.2	11.0	12.8	9.4	9.6	6.5	10.7	10.3
Demand	Existing recreational facilities in Reston meet the current demand	77.4	81.4	90.3	80.8	77.7	77.2	76.4	100	81.3	69.7	77.4	80.8	24.4	20.0	75.3	80.7	78.1
Difict	Have experienced difficulty trying to sign up for RCC programs	29.0	29.1	27.3	27.7	37.1	28.7	24.3	0.0	31.7	44.3	26.0	22.0	45.0	21.3	27.0	29.9	27.7
Awaretax	Aware that RCC is supported through the property tax	62.7	34.8	29.5	34.3	44.9	60.1	74.6	14.8	38.2	50.2	58.9	68.6	44.3	59.0	45.0	54.9	63.2
Futrntax3	If more tax money was available, RCC should increase programs and keep tax rate the same	57.2	68.0	65.8	62.6	61.7	63.1	51.0	65.2	58.3	70.2	62.4	50.5	62.3	59.5	63.9	58.5	58.4
Userfee1	Favor raising more money from user fees to enter RCC facilities	43.5	44.8	54.3	49.3	40.2	44.0	40.6	47.8	46.6	46.1	47.4	37.4	44.6	43.9	38.1	44.8	45.3

* Bold percentages indicate significant differences within a demographic group.

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Usefee2	Strongly favor/oppose raising user fees	41.2	39.7	34.3	30.2	41.8	46.1	42.9	47.4	30.7	38.3	46.2	38.6	44.0	39.1	37.9	44.3	38.9
Userfee3	New facilities/programs should be paid from a mix of user fee and taxes.	78.5	85.7	93.0	84.1	84.3	78.8	74.9	95.7	82.3	85.8	77.7	82.1	82.2	80.1	83.0	78.9	79.9
Awarmeet	Have you seen or heard about community meetings regarding future recreation needs?	59.8	39.5	27.1	42.5	57.0	56.0	61.9	20.0	40.7	58.2	54.8	62.4	52.2	53.8	54.6	47.6	64.5
Howhear1	Heard about meetings from email from RCC	5.8	0.0	0.0	4.0	4.7	4.2	5.4	16.7	1.2	5.0	5.3	3.3	3.9	4.6	5.4	2.5	5.7
Howhear2	Heard about meetings from email from other sources	8.3	0.0	0.0	3.0	7.5	8.9	5.4	16.7	4.9	5.8	9.1	3.3	8.9	5.3	5.4	3.3	11.9
Howhear3	Heard about meetings from RCC website	2.0	0.0	0.0	2.0	1.9	2.3	0.0	0.0	2.4	2.5	2.1	0.7	2.8	1.0c	1.2	1.6	1.3
Howhear4	Heard about meetings from other website or internet source	3.8	0.0	0.0	1.0	7.5	3.3	0.7	0.0	7.4	3.3	2.1	0.7	4.4	2.0	2.4	2.0	5.0
Howhear5	Heard about meetings from friends and family	21.5	14.3	0.0	9.1	18.9	21.6	26.4	0.0	8.5	18.2	22.5	24.8	18.3	19.9	77.2	82.4	79.4

* **Bold percentages indicate significant differences within a demographic group.**

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Howhear6	Heard about meetings from local newspapers	52.8	35.3	38.5	40.0	45.3	46.0	62.2	32.1	40.5	51.3	62.7	45.6	50.3	52.7	52.3	48.1	
Howhear7	Heard about meetings from Reston Association	6.0	4.5	30.8	5.1	2.8	7.5	3.4	0.0	7.4	4.2	6.4	4.6	5.6	5.6	3.6	7.0	3.8
Howhear8	Heard about meetings from RCC Staff and Instructors	3.8	7.6	0.0	3.0	4.7	5.1	5.4	0.0	2.5	4.1	6.9	3.9	6.7	3.8	6.6	5.8	1.3
Meeting	Attended a community meeting regarding future needs	18.4	10.6	0.0	7.1	7.5	19.6	26.4	50.0	1.2	15.8	14.4	19.6	17.8	15.9	14.5	19.3	15.6
Info1	Prefer to receive information from local newspapers	32.6	19.9	6.3	18.6	29.5	28.8	41.9	50.0	14.9	18.3	35.0	37.5	24.9	30.5	33.7	25.6	28.0
Info2	Prefer to receive information from seasonal program guide	23.6	22.3	32.7	21.5	28.4	19.9	23.6	6.7	22.9	21.6	28.1	22.1	19.5	24.8	21.2	23.1	18.7
Info3	Prefer to receive information from CenterStage mailer	10.0	7.7	8.3	5.9	7.4	11.5	11.0	3.2	7.5	10.8	11.6	9.1	6.9	10.6	6.4	11.9	8.8
Info4	Prefer to receive information from program flyers	16.0	16.9	10.4	18.5	17.4	14.5	16.7	6.5	19.4	13.1	16.2	17.4	14.0	17.3	18.3	12.9	18.4

* **Bold percentages indicate significant differences within a demographic group.**

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Info5	Prefer to receive information from RCC website	13.0	14.2	37.5	14.3	17.9	10.7	8.1	19.4	21.4	10.8	13.4	8.3	15.5	12.3	13.5	12.7	10.4
Info6	Prefer to receive information from email	36.2	35.5	31.3	41.2	39.5	37.5	26.4	12.9	33.3	49.8	38.6	26.9	43.3	32.6	33.7	37.4	34.7
Info7	Prefer to receive information from friends and family	1.4	3.6	0.0	1.7	2.1	1.8	3.3	10.0	2.0	0.5	2.6	2.8	1.4	2.4	1.9	2.5	2.0
Info8	Prefer to receive information from RCC staff and instructors	0.4	2.1	6.3	0.4	0.5	0.8	1.6	0.0	2.0	0.0	0.3	2.0	0.3	1.3	2.2	0.4	0.0
Enhnce1	Indoor 50-meter pool s very or somewhat important	54.0	73.1	83.3	68.1	72.9	53.4	47.7	67.7	70.9	73.6	58.8	41.2	80.1	50.9	59.3	60.4	59.4
Enhnce2	Indoor family recreation pool is very or somewhat important	54.4	74.9	89.6	67.0	70.2	55.4	49.4	83.3	72.5	67.8	55.0	49.8	81.0	50.9	61.3	62.9	54.5
Enhnce3	Indoor pool swimming with a higher water temperature is very or somewhat important	54.8	69.3	72.9	63.2	66.3	55.4	52.9	74.2	66.7	56.6	52.9	61.6	68.1	55.0	64.0	59.0	55.1
Enhnce4	Gymnasium is very or somewhat important	62.8	77.2	72.9	77.4	80.5	64.1	51.2	80.0	78.5	83.9	63.0	50.0	84.4	59.3	68.0	65.8	67.2

* **Bold percentages indicate significant differences within a demographic group.**

Label	Question	Own/Rent		Length of Residence					Age					Children		ZIP Code		
		Own	Rent	Less than one year	1-4 years	5-9 years	10-24 years	25 or more yrs	18-25	26-37	38-49	50-64	Over 64	Yes	No	20190	20191	20194
		Percent		Percent					Percent					Percent		Percent		
Enhnce5	Classrooms of adequate size are very or somewhat important	68.1	81.0	68.8	80.3	78.7	69.5	64.3	77.8	79.6	78.2	73.6	60.8	77.9	69.9	71.8	72.7	70.1
Enhnce6	More community meeting room space is very or somewhat important	49.7	57.5	31.3	52.7	49.7	53.5	55.3	71.0	47.2	50.0	53.3	50.9	58.3	49.4	58.1	50.2	48.3
Enhnce7	Cardio and weight training are very or somewhat important	63.0	69.8	72.9	71.6	66.8	64.0	57.3	90.0	75.5	69.4	62.8	55.9	72.8	61.7	64.0	64.1	64.8
Enhnce8	Space designed for yoga and well-being classes is very or somewhat important	62.3	70.9	62.5	72.6	65.4	64.6	58.5	76.7	72.6	68.6	64.5	54.4	68.9	63.2	64.1	64.3	64.8

* **Bold percentages indicate significant differences within a demographic group.**

How to Read Data Tables Showing Means by Demographic Variables

The tables in this part of the appendix show mean ratings for various questions by demographic variables. Statistical comparisons of all pairs of means are also built into the tables. Each category of the demographic variable is labeled and identified by a numeral in parentheses. Means with superscripts indicate that the mean in the cell with the superscript notation is statistically greater than the means in the columns with the same numerals as the numerals in the superscripts. Statistical significance was determined by a t-test of means at the 95% level of confidence. The test takes into account the difference in means, the number of cases contributing to each mean, and the variability of the data comprising each mean.

In the following example, on the first row of the chart the mean rating of familiarity with RCC is 2.35 for respondents who have lived in Reston for 10 to 24 years. The two superscripts indicate that this mean of 2.35 is statistically larger than the mean ratings found in columns 1 (2.00 for respondents who have lived in Reston for less than 5 years) and 2 (2.22 for respondents who have lived in Reston for 5 to 9 years). In addition, the means for respondents who have lived in Reston for 5 to 9 years and respondents who have lived in Reston for 25 years or more are also statistically larger than the mean rating found in column 1. (These relationships are not highlighted by graphics to avoid cluttering the chart). In the second row, only the mean importance rating of 2.04 for a cardio and weight training facility enhancement, given by respondents who have lived in Reston for less than 5 years, differs from another rating – the rating of 1.81 given by respondents who have lived in Reston for 25 years or more (column 4). The other mean ratings for a cardio and weight training facility enhancement are too close to one another be considered statistically different, given the number of cases contributing to each mean and the variability of the data comprising each mean.

	residcat Length of residence (recoded)							
	Less than 5 years (1)		5 to 9 years (2)		10 to 24 years (3)		25 years or more (4)	
	Mean	N	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.00	258	2.22 ⁽¹⁾	190	2.35 ⁽¹⁾⁽²⁾	384	2.33 ⁽¹⁾	236
enhnce_7r Cardio and weight training	2.04 ⁽⁴⁾	277	1.98	187	1.90	382	1.81	231

Length of Residence

	residcat Length of residence ^(recoded)							
	Less than 5 years (1)		5 to 9 years (2)		10 to 24 years (3)		25 years or more (4)	
	Mean	N	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.00	258	2.22 ⁽¹⁾	190	2.35 ⁽¹⁾⁽²⁾	384	2.33 ⁽¹⁾	236
impqolr importance of reston center	3.43	248	3.47	185	3.47	380	3.56 ⁽¹⁾	228
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	2.01 ⁽³⁾⁽⁴⁾	283	2.03 ⁽³⁾⁽⁴⁾	188	1.75	384	1.63	232
enhnce_2r Indoor family recreation pool	2.02 ⁽³⁾⁽⁴⁾	281	2.04 ⁽³⁾⁽⁴⁾	188	1.78	387	1.69	232
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.98 ⁽³⁾⁽⁴⁾	282	1.96	187	1.78	382	1.76	230
enhnce_4r Gymnasium for a variety of sports and practices	2.16 ⁽³⁾⁽⁴⁾	283	2.16 ⁽³⁾⁽⁴⁾	186	1.94 ⁽⁴⁾	387	1.72	232
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.14 ⁽³⁾⁽⁴⁾	282	2.09 ⁽⁴⁾	188	1.96	384	1.89	231
enhnce_6r More community meeting room space	1.60	270	1.57	177	1.68 ⁽²⁾	370	1.77 ⁽²⁾	216
enhnce_7r Cardio and weight training	2.04 ⁽⁴⁾	277	1.98	187	1.90	382	1.81	231
enhnce_8r Space designed for yoga and well-being classes:	1.99 ⁽⁴⁾	282	1.94	188	1.90	379	1.78	231

Home Ownership

	home Own or Rent Home			
	Own (1)		Rent (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.28	755	2.15	316
impqolr importance of reston center	3.47	741	3.51	303
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.75	760	2.05 ⁽¹⁾	331
enhnce_2r Indoor family recreation pool	1.77	762	2.08 ⁽¹⁾	331
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.78	755	2.06 ⁽¹⁾	331
enhnce_4r Gymnasium for a variety of sports and practices	1.89	758	2.21 ⁽¹⁾	335
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.96	759	2.14 ⁽¹⁾	331
enhnce_6r More community meeting room space	1.62	726	1.75	313
enhnce_7r Cardio and weight training	1.87	757	2.06 ⁽¹⁾	324
enhnce_8r Space designed for yoga and well-being classes:	1.86	759	2.02	326

Marital Status

	marital4 marital status ^(recoded)							
	married (1)		separated or divorced (2)		widowed (3)		single (4)	
	Mean	N	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.27 ⁽⁴⁾	615	2.23	164	2.36 ⁽⁴⁾	64	2.10	207
impqolr importance of reston center	3.48	603	3.52	163	3.75 ⁽¹⁾⁽²⁾⁽⁴⁾	61	3.39	196
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.89 ⁽³⁾	627	1.84 ⁽³⁾	162	1.51	65	1.82 ⁽³⁾	217
enhnce_2r Indoor family recreation pool	1.93 ⁽³⁾	628	1.84	162	1.65	65	1.81	217
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.86	623	1.95	162	2.07	64	1.77	217
enhnce_4r Gymnasium for a variety of sports and practices	1.99	626	2.05 ⁽³⁾	163	1.73	65	2.03	217
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.97	627	2.17 ⁽¹⁾	164	1.98	65	2.04	213
enhnce_6r More community meeting room space	1.65	599	1.78	152	1.69	64	1.61	206
enhnce_7r Cardio and weight training	1.87	621	2.08 ⁽¹⁾⁽³⁾	164	1.71	66	2.07 ⁽¹⁾⁽³⁾	211
enhnce_8r Space designed for yoga and well-being classes:	1.86	623	2.05 ⁽¹⁾	161	1.78	66	1.99	214

Have Kids

	havekids children under 18? <small>(recoded)</small>					
	No children (0)		Yes, have children (1)		Total	
	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.18	726	2.34 ⁽⁰⁾	343	2.23	1,070
impqolr importance of reston center	3.45	701	3.55 ⁽⁰⁾	341	3.48	1,042
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.68	743	2.20 ⁽⁰⁾	347	1.85	1,090
enhnce_2r Indoor family recreation pool	1.67	745	2.29 ⁽⁰⁾	347	1.87	1,092
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.77	738	2.07 ⁽⁰⁾	347	1.86	1,085
enhnce_4r Gymnasium for a variety of sports and practices	1.84	745	2.32 ⁽⁰⁾	347	1.99	1,091
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.98	745	2.11	344	2.02	1,089
enhnce_6r More community meeting room space	1.63	699	1.73	338	1.66	1,036
enhnce_7r Cardio and weight training	1.89	742	2.01	338	1.93	1,080
enhnce_8r Space designed for yoga and well-being classes:	1.90	739	1.92	343	1.91	1,083

Education

	educat Education ^(recoded)					
	Some college or less (1)		4-year college degree (2)		Some graduate school or more (3)	
	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.14	185	2.26	401	2.24	481
impqolr importance of reston center	3.53	174	3.46	392	3.48	473
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.92 ⁽³⁾	186	1.90 ⁽³⁾	412	1.77	489
enhnce_2r Indoor family recreation pool	2.00 ⁽³⁾	187	1.88	411	1.80	491
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	2.15 ⁽²⁾⁽³⁾	187	1.87	408	1.74	488
enhnce_4r Gymnasium for a variety of sports and practices	2.08	189	2.07 ⁽³⁾	413	1.88	487
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.02	186	2.08	413	1.97	488
enhnce_6r More community meeting room space	1.83 ⁽²⁾⁽³⁾	172	1.62	395	1.62	466
enhnce_7r Cardio and weight training	2.05	185	1.96	412	1.86	480
enhnce_8r Space designed for yoga and well-being classes:	1.97	185	1.94	409	1.85	486

Gender

	rgender Please confirm your gender for me.			
	Male (3)		Female (4)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.08	415	2.33 ⁽³⁾	662
impqolr importance of reston center	3.27	398	3.61 ⁽³⁾	651
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.75	433	1.91 ⁽³⁾	664
enhnce_2r Indoor family recreation pool	1.76	432	1.94 ⁽³⁾	667
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.68	428	1.98 ⁽³⁾	664
enhnce_4r Gymnasium for a variety of sports and practices	1.91	429	2.04	669
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.78	425	2.16 ⁽³⁾	671
enhnce_6r More community meeting room space	1.61	406	1.69	637
enhnce_7r Cardio and weight training	1.87	431	1.97	657
enhnce_8r Space designed for yoga and well-being classes:	1.70	426	2.04 ⁽³⁾	663

Age

	agecat5 Age ^(5 Categories)									
	18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		Over 64 (5)	
	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	1.84	27	2.07	189	2.35 ⁽¹⁾⁽²⁾	206	2.24 ⁽¹⁾⁽²⁾	342	2.29 ⁽¹⁾⁽²⁾	248
impqolr importance of reston center	3.61 ⁽²⁾	24	3.35	183	3.49	206	3.48	333	3.56 ⁽²⁾	238
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.99	31	2.07 ⁽⁴⁾⁽⁵⁾	200	2.06 ⁽⁴⁾⁽⁵⁾	212	1.80 ⁽⁵⁾	347	1.53	245
enhnce_2r Indoor family recreation pool	2.13 ⁽⁴⁾⁽⁵⁾	31	2.12 ⁽⁴⁾⁽⁵⁾	200	2.01 ⁽⁴⁾⁽⁵⁾	211	1.74	347	1.68	246
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	2.04	31	2.01 ⁽⁴⁾	201	1.82	211	1.73	345	1.93 ⁽⁴⁾	242
enhnce_4r Gymnasium for a variety of sports and practices	2.36 ⁽⁵⁾	31	2.16 ⁽⁴⁾⁽⁵⁾	200	2.29 ⁽⁴⁾⁽⁵⁾	211	1.87	350	1.74	245
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.91	27	2.15 ⁽¹⁾⁽⁵⁾	201	2.07 ⁽⁵⁾	211	2.03	348	1.89	245
enhnce_6r More community meeting room space	1.90	31	1.57	193	1.60	206	1.65	334	1.69	219
enhnce_7r Cardio and weight training	2.35 ⁽³⁾⁽⁴⁾⁽⁵⁾	31	2.08 ⁽⁵⁾	196	1.96	210	1.91	344	1.79	245
enhnce_8r Space designed for yoga and well-being classes:	2.00	31	1.99 ⁽⁵⁾	201	1.96 ⁽⁵⁾	207	1.91	346	1.77	241

Language

	language Is English the language primarily spoken in your household?			
	Yes (1)		No (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.24	998	2.16	74
impqolr importance of reston center	3.47	971	3.59	74
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.81	1,018	2.30 ⁽¹⁾	75
enhnce_2r Indoor family recreation pool	1.82	1,020	2.36 ⁽¹⁾	75
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.83	1,013	2.35 ⁽¹⁾	75
enhnce_4r Gymnasium for a variety of sports and practices	1.95	1,020	2.42 ⁽¹⁾	74
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.99	1,017	2.35 ⁽¹⁾	75
enhnce_6r More community meeting room space	1.63	966	2.05 ⁽¹⁾	73
enhnce_7r Cardio and weight training	1.90	1,012	2.30 ⁽¹⁾	71
enhnce_8r Space designed for yoga and well-being classes:	1.89	1,011	2.07	74

Disabilities

	disablt Do you or any of your family members have any physical or intellectual limitations that prevent you from using any of the Reston Community Cente facilities?			
	Yes (1)		No (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.21	78	2.24	996
impqolr importance of reston center	3.60	77	3.47	969
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.76	73	1.85	1,022
enhnce_2r Indoor family recreation pool	1.87	77	1.87	1,019
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	2.17 ⁽²⁾	75	1.84	1,015
enhnce_4r Gymnasium for a variety of sports and practices	1.91	75	1.99	1,020
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.89	75	2.02	1,018
enhnce_6r More community meeting room space	1.97 ⁽²⁾	68	1.64	972
enhnce_7r Cardio and weight training	2.02	75	1.92	1,009
enhnce_8r Space designed for yoga and well-being classes:	2.11	68	1.89	1,019

Work

	work Which of the following best describes you?													
	Working full-time (1)		Working part-time (2)		Looking for work (3)		Home-maker (4)		Retired (5)		Student (6)		Other (8)	
	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
prog2r familiarity	2.15	605	2.48 (1)(5)	110	2.27	34	2.39 (1)	66	2.27 (1)	211	2.14	18	2.27	20
impqolr importance	3.39	585	3.62 (1)	109	3.48	34	3.63 (1)	65	3.58 (1)	205	3.61	18	3.73 (1)	20
enhnce_1r Indoor 50-meter pool	1.86 (5)	629	1.83 (5)	111	2.32 (1)(2)(5)	35	2.19 (1)(2)(5)	67	1.55	208	2.31	19	2.05 (5)	17
enhnce_2r Indoor family recreation pool	1.85 (5)	625	1.91 (5)	112	2.09	35	2.30 (1)(2)(5)(6)	67	1.68	210	2.14	19	1.97	19
enhnce_3r Indoor pool with a higher water	1.77	626	1.93	111	1.94	35	2.32 (1)(2)(5)	67	1.87	203	2.38	19	2.04	20
enhnce_4r gymnasium	2.03 (5)	627	2.04 (5)	112	1.87	35	2.29 (3)(5)	67	1.69	208	2.73 (1)(2)(3)(5)	19	2.09	19
enhnce_5r classrooms for dance and similar classes	2.02	626	2.09	112	2.27	35	2.15	67	1.88	207	2.27	19	1.82	18
enhnce_6r community meeting room space	1.58	601	1.80	104	1.55	34	1.86	67	1.68	190	2.16 (1)(3)	19	2.01	16
enhnce_7r Cardio and weight training	1.95 (5)	625	2.00 (5)	111	2.14	32	1.85	63	1.74	208	2.75 (1)(2)(3)(4)(5)(6)	19	2.08	20
enhnce_8r Space designed for yoga and well-being classes:	1.90	623	1.99	112	1.79	35	2.03	67	1.80	203	2.38 (1)(3)(5)	19	2.12	20

Job Location

	jobloc Is your job located in Reston or elsewhere?			
	Reston (1)		Elsewhere (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.34 ⁽²⁾	228	2.13	482
impqolr importance of reston center	3.54 ⁽²⁾	221	3.37	468
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.81	231	1.88	504
enhnce_2r Indoor family recreation pool	1.85	229	1.87	503
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.80	229	1.80	503
enhnce_4r Gymnasium for a variety of sports and practices	1.95	233	2.07	500
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.07	230	2.01	503
enhnce_6r More community meeting room space	1.70	222	1.58	478
enhnce_7r Cardio and weight training	1.97	232	1.95	498
enhnce_8r Space designed for yoga and well-being classes:	1.97	229	1.89	500

Own Property

	ownprop Do you or anyone in your household own commercial or rental property in Reston?			
	Yes (1)		No (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.24	49	2.23	1,019
impqolr importance of reston center	3.57	46	3.48	995
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.87	49	1.85	1,040
enhnce_2r Indoor family recreation pool	1.89	49	1.87	1,041
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.95	49	1.86	1,036
enhnce_4r Gymnasium for a variety of sports and practices	1.91	49	1.99	1,041
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.01	48	2.02	1,040
enhnce_6r More community meeting room space	1.47	40	1.67 ⁽¹⁾	994
enhnce_7r Cardio and weight training	2.02	48	1.93	1,030
enhnce_8r Space designed for yoga and well-being classes:	1.96	49	1.90	1,033

Employee Use

	useevn Are you aware that your employees may use RCC facilities at resident rates even if they are not Reston residents?			
	Yes (1)		No (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.55	47	2.33	47
impqolr importance of reston center	3.59	47	3.56	47
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.68	47	1.85	49
enhnce_2r Indoor family recreation pool	1.62	47	1.94 ⁽¹⁾	49
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.80	47	1.88	49
enhnce_4r Gymnasium for a variety of sports and practices	1.91	47	1.97	48
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.95	47	2.13	49
enhnce_6r More community meeting room space	1.66	43	1.60	48
enhnce_7r Cardio and weight training	1.91	47	1.92	49
enhnce_8r Space designed for yoga and well-being classes:	1.80	47	1.96	49

Hispanic

	hispanic Do you consider yourself to be of Hispanic or Latino origin?			
	Yes (1)		No (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.23	58	2.23	1,001
impqolr importance of reston center	3.63 ⁽²⁾	58	3.47	974
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	2.23 ⁽²⁾	61	1.81	1,019
enhnce_2r Indoor family recreation pool	2.33 ⁽²⁾	61	1.84	1,021
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	2.20 ⁽²⁾	61	1.84	1,015
enhnce_4r Gymnasium for a variety of sports and practices	2.40 ⁽²⁾	61	1.96	1,020
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.47 ⁽²⁾	60	1.99	1,019
enhnce_6r More community meeting room space	1.83	60	1.65	966
enhnce_7r Cardio and weight training	2.50 ⁽²⁾	61	1.89	1,010
enhnce_8r Space designed for yoga and well-being classes:	2.23 ⁽²⁾	61	1.88	1,013

Race

	racecat Race ^(recoded)							
	White (1)		African American (2)		Asian (3)		Other (4)	
	Mean	N	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.23	833	2.26	90	2.26	58	2.16	53
impqolr importance of reston center	3.44	810	3.76 ⁽¹⁾	87	3.68 ⁽¹⁾	58	3.55	53
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.77	851	2.26 ⁽¹⁾	90	2.26 ⁽¹⁾	57	1.97	57
enhnce_2r Indoor family recreation pool	1.77	851	2.34 ⁽¹⁾	90	2.34 ⁽¹⁾	58	2.15 ⁽¹⁾	57
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.78	847	2.29 ⁽¹⁾	90	2.19 ⁽¹⁾	58	2.20	56
enhnce_4r Gymnasium for a variety of sports and practices	1.90	851	2.43 ⁽¹⁾	90	2.41 ⁽¹⁾	58	2.35	57
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	1.97	852	2.35 ⁽¹⁾	87	2.34 ⁽¹⁾	58	2.15	57
enhnce_6r More community meeting room space	1.57	802	2.12 ⁽¹⁾	89	2.10 ⁽¹⁾	57	1.83	54
enhnce_7r Cardio and weight training	1.84	847	2.40 ⁽¹⁾	87	2.20 ⁽¹⁾	54	2.40 ⁽¹⁾	57
enhnce_8r Space designed for yoga and well-being classes:	1.84	846	2.21 ⁽¹⁾	90	2.43 ⁽¹⁾⁽⁴⁾	57	2.01	54

Own Business

	ownbus Do you or anyone in your household own or operate a business located in Reston?			
	Yes (1)		No (2)	
	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.45 ⁽²⁾	94	2.21	972
impqolr importance of reston center	3.57	94	3.47	944
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.76	97	1.86	990
enhnce_2r Indoor family recreation pool	1.78	97	1.88	991
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	1.83	97	1.87	986
enhnce_4r Gymnasium for a variety of sports and practices	1.94	96	2.00	992
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.05	97	2.01	990
enhnce_6r More community meeting room space	1.63	91	1.66	941
enhnce_7r Cardio and weight training	1.92	97	1.93	981
enhnce_8r Space designed for yoga and well-being classes:	1.89	97	1.91	984

Income

	inccat Income ^(recoded)							
	Less than 50 thousand (1)		Fifty to 100 thousand (2)		One hundred to 150 thousand (3)		Over 150 thousand (4)	
	Mean	N	Mean	N	Mean	N	Mean	N
prog2r how familiar with the reston recreation program	2.25	122	2.26	297	2.23	205	2.21	219
impqolr importance of reston center	3.63 ⁽⁴⁾	118	3.55 ⁽⁴⁾	288	3.51 ⁽⁴⁾	203	3.36	218
enhnce_1r Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons	1.90	121	1.85	305	1.93	217	1.79	222
enhnce_2r Indoor family recreation pool	2.04 ⁽⁴⁾	126	1.97 ⁽³⁾⁽⁴⁾	304	1.84	218	1.76	222
enhnce_3r Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children	2.26 ⁽²⁾⁽³⁾⁽⁴⁾	125	1.96 ⁽³⁾⁽⁴⁾	302	1.75	216	1.68	222
enhnce_4r Gymnasium for a variety of sports and practices	2.00	124	2.10 ⁽⁴⁾	305	2.03	216	1.91	223
enhnce_5r Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes	2.06	125	2.11 ⁽⁴⁾	303	2.08 ⁽⁴⁾	217	1.90	223
enhnce_6r More community meeting room space	1.97 ⁽²⁾⁽³⁾⁽⁴⁾	117	1.67	287	1.63	209	1.55	213
enhnce_7r Cardio and weight training	2.04	126	2.01 ⁽⁴⁾	302	1.96 ⁽⁴⁾	213	1.77	223
enhnce_8r Space designed for yoga and well-being classes:	1.95	122	2.01 ⁽⁴⁾	301	1.93 ⁽⁴⁾	214	1.71	223

Appendix D:

Questionnaire

2009 RESTON COMMUNITY CENTER QUESTIONNAIRE

INTRODUCTION

{INTRO}

Hello, I'm calling on behalf of the Reston Community Center from the Center for Survey Research at the University of Virginia. With the coming expansion of Reston's residential and employee populations related to the Metro Silver Line, the Reston Community Center is planning for its future. They have asked us to conduct a survey of area residents to learn about the community's priorities for indoor recreational facilities and amenities. We're not asking for donations. My name is _____, and it'll take just a minute to have the computer select someone from your household to participate. (ADD CELL PHONE ITEMS)

[IV: It doesn't matter whether anyone in your household is currently using the facilities.]

[IF CALLBACK] Hello, I'm calling on behalf of the Reston Community Center from the Center for Survey Research at the University of Virginia. The Reston Community Center has asked us to conduct a survey of area residents to learn about the community's priorities for indoor recreational facilities and amenities. [We had started a survey with someone in your home but were unable to complete it.] OR [Previous we had selected {talked to} _____ about the survey and I'd like to go ahead with it now.]

{Q: ADULTRES}

First, I need to confirm that you are at least 18 years old, and that you live at the residence I am calling. [IF NECESSARY SAY: Your answers are confidential, and we don't use anybody's name.]

- 1 R IS RESIDENT ADULT, PROCEED
- 2 R IS NOT RESIDENT OR ADULT, WE NEED TO GET ONE
- 3 REFUSED

{Q: ADCOME}

If R is not resident or adult in INTRO2, ASK

Can you ask someone 18 or older who lives in your house to come to the phone?

- 1 YES, ASKING RESIDENT ADULT TO COME TO THE PHONE
- 2 NO, CAN'T ASK RESIDENT ADULT TO COME TO THE PHONE
- 3 REFUSES TO ASK RESIDENT ADULT TO COME TO PHONE

{Q: ADCALLBK}

If "No" to ADCOME, ASK

Would it be possible to reach an adult at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), ADULT NOT AVAILABLE DURING STUDY PERIOD
- 3 REFUSED

{Q: REINTRO}

Hello, I'm calling on behalf of the Reston Community Center from the Center for Survey Research at the University of Virginia. With the coming expansion of Reston's residential and employee populations related to the Metro Silver Line, the Reston Community Center is planning for its future. They have asked us to conduct a survey of area residents to learn about the community's priorities for indoor recreational facilities and amenities. We're not asking for donations. My name is _____, and it'll take just a minute to have the computer select someone from your household to participate.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [WON'T NEED NAME]
- 3 R1 REFUSED

{Q: CONFIRM}

I first need to confirm that you live in the area covered by the Reston Community Center. What is your ZIP code?

- 1 20190
- 2 20191
- 3 20194
- 4 OTHER (Specify)
- 8 DON'T KNOW
- 9 REFUSED

{Q: HOWMANY}

Okay, I have a few questions that help the computer randomly select someone from your household. [IV: IF NECESSARY - - > If we always interview the person who answers the phone the survey will not accurately reflect the opinions of the whole population. To ensure a valid survey, I need to randomly select an adult in your household to complete the interview with.]

So could you please tell me how many adults 18 and over there are in your household including yourself?

TYPE "99" FOR REFUSED

If there is only 1 person in the household, then skip to AIGO.

If there are 2 persons in the household, then 50% skip to AIGO and the other 50% go on to the next question.

If there are 3 persons in the household, then 33% skip to AIGO and the other 67% go on to the next question.

If there are 4 persons in the household, then 25% skip to AIGO and the other 75% go on to the next question.

And so on.

{Q: LASTBDAY}

The computer has randomly determined that one of the adults other than yourself should be selected for the rest of the interview.

To help us select this person, do you know who has had the most recent birthday among these adults? [IF NECESSARY SAY: I don't mean the youngest person in your house; I mean the last one other than yourself to have had a birthday according to the calendar.]

4 R1 says YES, KNOWS OTHER ADULT HAD MOST RECENT BIRTHDAY

8 R1 SAYS DOESN'T KNOW WHO HAD LAST BIRTHDAY

9 REFUSED TO SAY WHO HAD LAST BIRTHDAY / R1 REFUSES TO CONTINUE

If answer = 1 then skip to R2COME

If answer = 2 then go on to the next question

If answer = 8 or 9 then TERMINATE

[IV: ASKED WHY: - - > If we always interview the person who answers the phone the survey will not accurately reflect the opinions of the whole population. To ensure a valid survey, I need to randomly select an adult in your household to complete the interview with.]

{Q:R2KISH}

If you do not know the person with the most recent birthday, could you tell me the first name of the other adults in the household?

IV: IF RESPONDENT DOESN'T WANT TO TELL YOU THE NAME(S), SAY:

“You can just give me the first letter of their name.”

1 R1 SAYS YES

8 R1 DOESN'T KNOW

9 R1 REFUSES TO CONTINUE

{Q: R2Names}

Now, the computer will randomly select a name from the list of names as you tell them to me. Please say the names now

INTERVIEWER: HIT 1 EACH TIME A NAME IS SPOKEN OUT

{Q: R1GO}

Okay, let's move on to the rest of the survey. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. By the way, in this survey when I say RCC, I am referring to the Reston Community Center. If you have any questions as we go along, please feel free to ask.

1 R1 READY, PROCEED

2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]

3 R1 REFUSES

[IV: IF ASKED: The interview will take around 15 minutes, depending on your answers.]

{Q: R2COME}

If LASTBDAY is other adult, ASK

Can you ask that person to come to the phone?

- 1 YES, R1 ASKING R2 TO COME TO PHONE
- 2 NO, CAN'T ASK R2 TO COME TO PHONE
- 3 R1 REFUSES TO ASK PERSON TO COME TO PHONE

{Q: R2CALLBK}

If "No" to R2COME, ASK

Would it be possible to reach this person at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), R2 IS NOT AVAILABLE DURING STUDY PERIOD
- 9 REFUSED

{Q: NEWBDAY}

If "No" to R2CALLBK, ASK

Then I need to interview the adult with the birthday before that. Is that you?

- 1 R1 IS NOW SELECTED, PROCEED
- 2 R2 (OTHER ADULT) IS SELECTED
- 9 REFUSED

{Q: R2INTRO}

Hello, I'm calling on behalf of the Reston Community Center from the Center for Survey Research at the University of Virginia. The RCC asked us to conduct a survey of area residents to learn about the community's priorities for indoor recreational facilities and amenities. We're not asking for donations. Your answers will help RCC decide whether to expand existing facilities or develop a new facility. My name is _____, and it'll take just a minute to have the computer select someone from your household to participate.

If this is a good time, we can get started.

- 1 R2 READY, PROCEED
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 CAME TO PHONE, BUT REFUSED [WE CANNOT SWITCH BACK TO R1]
- 4 R2 WOULD NOT COME TO PHONE [CANNOT SWITCH BACK TO R1]

{Q: R2GO}

Okay, let's move on to the rest of the survey, which should take about 15 minutes depending on your answers. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. By the way, in this survey when I say RCC, I am referring to the Reston Community Center. If you have any questions as we go along, please feel free to ask.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 3 R1 REFUSES

[IV: IF ASKED: The interview will take around 15 minutes, depending on your answers.]

SECTION I: FAMILIARITY AND PARTICIPATION

{PROG}

- Q1. Have you ever heard of the Reston Community Center or its programs?
- 1 YES [GO ON TO Q2]
 - 2 NO [READ PROMOTION THEN SKIP TO RESIDE]
 - 8 NOT SURE
 - 9 REFUSED

PROMOTION: The Reston Community Center offers more than 1800 leisure time programs, classes, trips and events to Reston residents and employees during the course of the year. RCC has two facilities which include an indoor pool, 290-seat theatre, computer lab, ceramics studio, art gallery, woodshop, photography dark room, as well as large and small meeting rooms.

The RCC website has a great deal of information about their programs, services and facilities. You may also register for programs, check room rental availability or purchase tickets on their website at www.restoncommunitycenter.com.

{PROG2}

If 1 on PROG

Q2. How familiar are you with the programs of the Reston Community Center? Would you say you are...

- 1 Very familiar
- 2 Somewhat familiar with the programs, or
- 3 Not at all familiar with the programs.
- 8 DON'T KNOW
- 9 REFUSED

{IMPQOL}

- Q3. How important would you say that the RCC is to the overall quality of life in Reston? Is it very important, somewhat important, not very important, or not at all important to Reston's quality of life?

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT VERY IMPORTANT
- 4 NOT AT ALL IMPORTANT
- 8 DON'T KNOW
- 9 REFUSED [IF REFUSED ON Q1-3 SKIP TO RESIDE]

{ATTRACT}

- Q4. In your opinion, does the RCC make Reston a more attractive place to live?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{BUSATTR}

Q5. In your opinion, does the RCC make Reston a more attractive place for businesses to locate?

- 1 YES
- 2 NO
- 3 IT DEPENDS
- 8 DON'T KNOW
- 9 REFUSED

{PAST12}

Q6. We would like to ask you about how often you or your family use(s) the facilities of the Reston Community Center. In the past twelve months, have you or a family member ever attended a class, workshop, or event at the Reston Community Center or an RCC-sponsored event such as Take A Break Concerts or other festivals? [IV: IF AROUND 12 MONTHS BUT NOT SURE HIT "YES."]

- 1 YES [GO TO CURRENT]
- 2 NO [GO TO WHYNOT]
- 8 DON'T KNOW [GO TO OTHFAC]
- 9 REFUSED [GO TO OTHFAC]

{WHYNOT}

IF PAST12=2

Q7. Why haven't you used RCC in the past 12 months?

[Interviewer: DON'T READ CHOICES, CHOOSE ALL THAT APPLY]

- 1 JUST MOVED TO RESTON
- 2 NOT FAMILIAR WITH THE ORGANIZATION
- 3 HAVE NOT RECEIVED INFORMATION ABOUT CURRENT PROGRAMS AND ACTIVITIES
- 4 PROGRAMS AND ACTIVITIES AREN'T OFFERED AT A CONVENIENT TIME
- 5 PROGRAMS AND ACTIVITIES AREN'T INTERESTING
- 6 TOO EXPENSIVE
- 7 LOCATIONS ARE TOO FAR AWAY OR NOT CONVENIENT
- 8 LACK OF TRANSPORTATION
- 9 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

{PASTFIVE}

IF PAST12>1

Q8. Have you or any member of your family participated in any of the RCC programs within the past five years?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{WHYSTOP}

IF PAST12>1 AND PASTFIVE=1

Q9. Why did you stop using the RCC?

[Interviewer: DON'T READ CHOICES, CHOOSE ALL THAT APPLY]

- 1 TOO BUSY/NO TIME
- 2 KIDS GREW UP/LEFT
- 3 HAVE NOT BEEN RECEIVING INFORMATION ABOUT CURRENT PROGRAMS AND ACTIVITIES
- 4 PROGRAMS AND ACTIVITIES AREN'T OFFERED AT A CONVENIENT TIME
- 5 PROGRAMS AND ACTIVITIES ARE NOT INTERESTING
- 6 TOO EXPENSIVE
- 7 LOCATIONS ARE TOO FAR AWAY OR NOT CONVENIENT
- 8 LACK OF TRANSPORTATION
- 9 OTHER _____
- 98 DON'T KNOW
- 99 REFUSED

{CURRENT}

The Reston Community Center provides programs in numerous areas of interest. I'm going to list some of these areas. As I read each one, please tell me whether any member of your family has participated in that program within the past 12 months.

Q10. Has any member of your family participated in [READ FROM LIST] within the past 12 months?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

- a. Swimming and/or swim instruction [IV: SWIMMING INCLUDES AQUATICS]
- b. Fitness & Exercise (yoga, aerobics, martial arts)
- c. Health & Wellness (CPR, nutrition classes, health issues discussion groups)
- d. Rental of RCC rooms for private events
- e. Arts or cultural experiences

{OTHFAC}

Q11. Aside from the facilities provided by RCC, do you use any other recreation or fitness facilities?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{PUBPRIV}

If OTHFAC=1

Q12. What other recreation or fitness facilities in Reston do you use? (CHECK ALL THAT APPLY)

- 1 SOUTHGATE COMMUNITY CENTER
- 2 LAKE FAIRFAX PARK
- 3 RESTON TEEN CENTER
- 4 PUBLIC PARKS, SCHOOLS, PLAYGROUNDS
- 5 RESTON ASSOCIATION CLUB/FACILITIES
- 6 YMCA
- 7 A COMMERCIAL FACILITY WITH PAID MEMBERSHIP SUCH AS GOLD'S GYM, SPORT AND HEALTH OR CURVES
- 8 OTHER (SPECIFY)
- 9 DON'T KNOW
- 10 REFUSED

{WHYOTH}

If OTHFAC=1

Q13. What are the main reasons why you use these other facilities? (CHECK ALL THAT APPLY)

- 1 RCC FACILITIES TOO CROWDED/LIMITED SIGN-UPS
- 2 THE PEOPLE WHO ALSO USE THEM
- 3 THEY HAVE THINGS RCC DOES NOT OFFER
- 4 THEY ARE MORE CONVENIENT TO HOME OR WORK
- 5 VARIETY
- 6 COSTS ARE BETTER
- 7 OTHER (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

{WHYNOTH}

If OTHFAC=2

Q14. What are the main reasons you don't use any other recreation or fitness facilities? (CHECK ALL THAT APPLY)

- 1 NO TIME
- 2 COST TO JOIN OR BE A MEMBER
- 3 DON'T LIKE TO USE THEM
- 4 PREFER TO DO OTHER THINGS WITH MY TIME
- 5 TOO FAR AWAY/INCONVENIENT TO GET THERE
- 6 RCC PROVIDES ALL I NEED
- 7 OTHER (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

SECTION II: DEMAND ASSUMPTIONS

{DEMAND}

Q15. In your opinion, do the existing recreational facilities of all types in and around the Reston area meet the current demand?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{DIFICLT}

For some of the current RCC programs, space is limited and the waiting lists are long. The population of the area is expected to grow, which will increase the demand on the services that RCC provides.

Q16. Have you experienced difficulty trying to sign up for RCC programs or use RCC facilities, or not tried to do so because of high demand?

- 1 YES
- 2 NO
- 3 HAVEN'T TRIED BECAUSE I CANNOT AFFORD THE PROGRAMS [VOLUNTEERED]

SECTION III: FINANCING

As you may know, the RCC is funded primarily by residential and commercial real estate taxes in Reston, as well as user fees. The current tax rate is 4.7 cents for each \$100 of assessed property value. For example, if a house or business property was valued at \$300,000, the amount of tax going to the RCC would be \$141 per year. Approximately 40% of the total tax revenues come from commercial properties.

{AWARETAX}

Q17. Before today, were you aware that RCC is supported through this property tax?

- 1 YES
- 2 NO
- 3 DON'T KNOW/NOT SURE

{FUTRTAX3}

Although economic times are hard now, the RCC Board believes at some point in the future the economy will be stronger and the Metro line to Dulles should create additional development. These changes would generate extra revenue for the RCC without increasing the current tax rate. The RCC Board is committed to keeping the tax rate as it is and not raising it. IF more tax money was available in the future, which of the following statements comes closest to your view?

The RCC should...

- 1 Increase programs and keep the tax rate the same
- 2 Keep programs the same and decrease the tax rate
- 3 Keep both the programs and the tax rate the same OR would you say something else?
- 4 DECREASE PROGRAMS AND TAX RATE [VOLUNTEERED]
- 5 INCREASE PROGRAMS, DECREASE TAX RATE [VOLUNTEERED]
- 6 DECREASE PROGRAMS, KEEP TAX RATE THE SAME [VOLUNTEERED]
- 7 SOME OTHER CHANGE _____
- 8 DON'T KNOW
- 9 REFUSED

{USERFEE1}

Q18. In general, would you favor or oppose raising more money from user fees to enter RCC facilities and programs?

- 1 Favor
- 2 Oppose
- 3 NEITHER/NEUTRAL [VOLUNTEERED]
- 8 DON'T KNOW
- 9 REFUSED

{USERFEE2}

IF USERFEE1 <= 2

Q19. And would that be strongly (favor/oppose) or somewhat (favor/oppose)?

- 1 Strongly
- 2 Somewhat
- 8 DON'T KNOW
- 9 REFUSED

{USERFEE3}

Q20. In your opinion, should the operation of new facilities or new programs at RCC be paid entirely from additional user fees, entirely from tax revenues, or a mix of both?

- 1 ENTIRELY FROM ADDITIONAL USER FEES
- 2 ENTIRELY FROM TAX REVENUES
- 3 A MIX OF BOTH
- 8 DON'T KNOW
- 9 REFUSED

SECTION IV: COMMUNITY RECREATION PRIORITIES

{AWARMEET}

Q21. During the past year, have you seen or heard anything about community meetings regarding Reston's future indoor recreation needs?

- 1 YES
- 2 NO
- 3 DON'T KNOW

{HOWHEAR}

IF AWARMEET=1

Q22. How did you hear about these meetings? (CHECK ALL THAT APPLY.)

- 1 EMAIL FROM RCC
- 2 EMAIL FROM OTHER SOURCE
- 3 RCC WEBSITE
- 4 OTHER WEBSITE OR INTERNET SOURCE
- 5 FRIENDS AND FAMILY
- 6 LOCAL NEWSPAPERS (RESTON TIMES, OBSERVER, CONNECTION)
- 7 RESTON ASSOCIATION
- 8 RCC STAFF AND INSTRUCTORS
- 9 OTHER (SPECIFY)
- 10 DON'T KNOW/DON'T RECALL
- 11 REFUSED

{MEETING}

IF AWARMEET=1

Q23. Have you attended a community meeting regarding future Reston indoor recreation needs during the past year?

- 1 YES
- 2 NO
- 3 DIDN'T KNOW THERE WERE MEETINGS BEING HELD
- 8 DON'T KNOW
- 9 REFUSED

{INFO2}

Q24. How would you prefer to receive information about meetings and issues regarding RCC's plans for the future? [CHOOSE UP TO 3]

[PROMPT, IF NECESSARY: Is there anything else?]

- 1 Local newspapers (Reston Times, Observer, Connection)
- 2 Seasonal Program Guide
- 3 CenterStage Touring Artist Series Mailer
- 4 Program Flyers
- 5 RCC Website
- 6 Email
- 7 Friends and family
- 8 RCC Staff and Instructors
- 9 Other [SPECIFY]
- 10 DON'T WANT TO RECEIVE/ DON'T OFFER
- 11 DON'T KNOW
- 12 REFUSED [VOLUNTEERED]

{ENHNCE}

Q25. I'm going to read a list of possible enhancements to RCC's facilities that the RCC Board is considering. The Board will consider suitability, costs, and potential locations, as well as community input, before pursuing any plan. How important would each of these possible enhancements to RCC's facilities be for you and your family? You can say it would be very important, somewhat important, or not important...

- a. Indoor 50-meter pool for competition, lap swimming, diving, recreation, and lessons
 - b. Indoor family recreation pool
 - c. Indoor pool swimming with a higher water temperature for water therapy exercise programs and lessons for very young children
 - d. Gymnasium for a variety of sports and practices
 - e. Classrooms of adequate size for aerobics, Pilates, Zumba, dance, and similar classes
 - f. More community meeting room space
 - g. Cardio and weight training
 - h. Space designed for yoga and well-being classes
- 1 VERY IMPORTANT
 - 2 SOMEWHAT IMPORTANT
 - 3 NOT IMPORTANT
 - 8 DON'T KNOW
 - 9 REFUSED

{OTHENH}

Q26. Are there any other enhancements to the facilities or any additional programs that you or members of your household would like RCC to offer?

SECTION V: COMMENTS

{COMMENT}

Finally, what priorities or other issues do you think RCC should consider in its future plans?

SECTION VI: DEMOGRAPHICS

{RESIDE}

Q27. Now we'd like to ask just a few questions about you. Again, all your answers are confidential and if there are any you don't wish to answer, just say so. We collect this information only for statistical purposes. How long have you lived in Reston?

- 1 LESS THAN ONE YEAR
- 2 1 TO less than 5 YEARS
- 3 5 TO less than 10 YEARS
- 4 10 TO less than 25 YEARS
- 5 25 YEARS and more
- 6 WHOLE LIFE
- 7 DON'T KNOW
- 8 REFUSED

{HOME}

Q28. Do you own your home or rent?

- 1 OWN (or buying)
- 2 RENT
- 3 OTHER [SPECIFY]
- 8 DON'T KNOW
- 9 REFUSED

{MARITAL}

Q29. What is your marital status?

- 1 MARRIED
- 2 SEPARATED
- 3 DIVORCED
- 4 WIDOWED
- 5 NEVER MARRIED
- 6 REFUSED

{HOWMANY}

Q30. How many children under 18 years of age do you have living at home? _____

{CHILD2}

If HOWMANY<1, SKIP TO EDUC; ALSO SKIP FOLLOWING BASED ON HOWMANY

Q31. How many of those children are less than 5 years of age?

{CHILD3}

Q32. How many of those children are between 5 and 11 years of age?

{CHILD4}

Q33. How many of those children are between 12 and 18 years of age?

{EDUC}

- Q34. What is the highest level of education you completed?
- 1 LESS THAN 9TH GRADE
 - 2 9TH-12TH, BUT DID NOT FINISH HIGH SCHOOL
 - 3 HIGH SCHOOL GRADUATE
 - 4 SOME COLLEGE, BUT NO DEGREE
 - 5 2-YEAR COLLEGE DEGREE
 - 6 4-YEAR COLLEGE DEGREE
 - 7 SOME GRADUATE WORK
 - 8 COMPLETED MASTERS OR PROFESSIONAL DEGREE
 - 9 ADVANCED GRADUATE WORK OR PH.D
 - 10 DON'T KNOW
 - 11 REFUSED

{GENDER}

- Q35. Please confirm your gender for me.
- 3 MALE
 - 4 FEMALE
 - 9 DK/REFUSED

{LANGUAGE}

- Q36. Is English the language primarily spoken in your household?
- 1 YES
 - 2 NO
 - 8 NOT SURE
 - 9 REFUSED/NO ANSWER

{LANG2}

ASK IF 2 OR 8 ON LANGUAGE

Q37. What language is primarily spoken in your household? [IF TIME PERMITS, ADD SOME STANDARD LANGUAGES]

{DISABLT}

- Q38. Do you or any of your family members have any physical or intellectual limitations that prevent you from using any of the Reston Community Center facilities?
- 1 YES
 - 2 NO
 - 8 DON'T KNOW
 - 9 REFUSED

{YEARBORN}

- Q39. In what year were you born?
- 99 REFUSED

{WORK}

Q40. Which of the following best describes you? Are you working full-time, working part-time, looking for work, a homemaker, retired, or a student?

- 1 WORKING FULL-TIME
- 2 WORKING PART-TIME
- 3 LOOKING FOR WORK
- 4 HOMEMAKER
- 5 RETIRED
- 6 STUDENT
- 8 OTHER [VOLUNTEERED]
- 9 REFUSED

{JOBLOC}

If 1 or 2 on WORK

Q41. Is your job located in Reston or elsewhere?

- 1 RESTON
- 2 ELSEWHERE
- 8 NOT SURE
- 9 REFUSED

{SIZEBUS}

If 1 on JOBLOC

Q42. How many people are employed at the place where you work? [IV: READ ONLY IF NECESSARY]

- 1 1-4
- 2 5-9
- 3 10-19
- 4 20-49
- 5 50-99
- 6 100-249
- 7 250-499
- 8 500-999
- 9 1000+
- 10 DK/REF

{OWNPROP}

Q43. Do you or anyone in your household own commercial or rental property in Reston?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{OWNBUS}

Q44. Do you or anyone in your household own or operate a business located in Reston?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{USEEVN}

SKIP IF OWNBUS > 1

Q45. Are you aware that your employees may use RCC facilities at resident rates even if they are not Reston residents?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{HISPANIC}

Q46. Do you consider yourself to be of Hispanic origin?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{RACE}

Q47. I am going to read a list of racial categories. Would you tell me what category best describes you?

- 1 White,
- 2 African American or black
- 3 Asian [INCLUDING SOUTH ASIAN]
- 4 American Indian
[NATIVE AMERICAN; INCLUDES ESKIMO, ALEUT]
- 5 Pacific Islander
- 6 OTHER (SPECIFY)
- 7 REFUSED/ NO ANSWER

{INCOME}

Q48. I'm going to read a list of income ranges. Would you please stop me when I read the range that best describes your annual household income from all sources? That would be before taxes and other deductions.

- 1 Less than 15 thousand
- 2 Fifteen to 35 thousand
- 3 Thirty-five to 50 thousand
- 4 Fifty to 75 thousand
- 5 Seventy-five to 100 thousand
- 6 One hundred to 150 thousand
- 7 Over 150 thousand
- 8 DON'T KNOW
- 9 REFUSED

{THANKS}

Thank you very much for participating in this survey. We appreciate the time you have taken to complete the questionnaire. The survey results will be reported to the Board of Governors of the Reston Community Center at a future meeting.

[READ IF NECESSARY] If you have any questions about the purpose of this study, you can call Leila Gordon, Executive Director of the Reston Community Center at (703) 476-4500 or you can call my supervisor here at the Center for Survey Research. We're at (434) 243-5222. Just mention the Reston Community Center survey. Again, thank you and good-bye.

Appendix E:

Open-End Responses

Responses to Open Ended Questions

Q_ATTRACT: In your opinion, does the RCC make Reston a more attractive place to live?

It adds to our tax bill. It does a good job with the arts but limited with recreation facility. There are lots of other indoor and outdoor recreation opportunities.
It is controversial because we have some people living in public housing in the Reston Community Center area. I suppose it serves a purpose for those with no where else to go.
It is not a central forming community area, as it could be. The Reston Community Center is in an odd location at the back of a shopping center. It feels disconnected with the community association.
They have a tax district.
Yes, but only if you know about it.

Q_AWARETAX: Before today, were you aware that RCC is supported through this property tax?

Commercial property taxes should be higher than residential; should be 50/50 between residential and commercial properties.
Did not realize these included commercial properties but knew about residential tax.
I pay \$250 twice a year.
I thought the dues were the only thing.
Knew about residential tax support but not aware of commercial tax support.
Knew about the residential tax but unaware of commercial tax.
Knew housing but not commercial.
Knew vaguely.
Thought it was paid for jointly by taxes paid to the county and to the homeowners association. It is very confusing how things are funded between county and Reston sponsored events.
Vaguely aware.
Yes, thru residential but not commercial.

Q_COMMENT: Finally, what priorities or other issues do you think RCC should consider in its future plans?

An aquatics facility with various capacities would be very useful to the community. With some 900 kids swimming outdoors in the summer the demand is already here. A lot of these go outside the community during the winter to use facilities that can be quite expensive.
A food bank.
A lot of their programming that is probably popular is for children and seniors. And that is good, but so much that we pay for, they just take more and more money and don't offer enough for it. They really need to think more about how could you make this more useful and enjoyable for those of us in the working years.
A place to rent for events.
A reduction in their fees for seniors, many of whom do not use the facilities very often.
A space available for a bicycle workshop. Maybe a place where people could go to get their bicycles repaired or repair them themselves with assistance. A dedicated space.
Abandon the indoor facilities.
Access to metro.
Accessibility is a continuing need. Adequate parking and adequate security

Accessibility. I mean two things, hours or days of operation and ease of getting to the location or increasing the number of facility locations.
Accessibility. Making sure that people throughout the community really know what is available and how to use it.
Additional aquatics classes for children.
Additional bike paths
Additional fitness facilities and pools, like you listed.
Additional hobby classes. Be sure to give lower income people opportunities, especially youth.
Additional parking. They're located in a shopping plaza where parking can get a little dicey.
Additional programs for middle school and younger children.
Additional recreational facilities for seniors and for the very young in Reston's population. We'd like to bring in young families as well, with more facilities for preteens. You'd be a different home buyer for a more vibrant community.
Additional survey.
Addressing the indoor recreation needs of the community.
Adequate parking and safety at night when going to and from classes and events.
Adult education and non-credit education. Something for the over-65 population. Career and personal growth-type classes for adults.
Advertising what the Reston Community Center is about.
Affordability and, you covered it, but the ability to get into classes that are not too crowded.
After school programs for preteens and teenagers.
Afterschool activities.
Again, I think they need to look at their population. Most of the information needs to be sent to the community in a more efficient way. Some of these meetings, if there is not somebody who knows somebody, we don't hear about the meetings until after the fact. Meetings and plans should be publicized in a more timely fashion and there should be more publicity for the general population.
Always need for more change and new facilities. More planning for the influx of new people.
An indoor exercise facility on the line of what a fitness club offers like weight machines, cardio, dance room, etc.
Another pool. One indoor swimming pool for all the people in Reston is not enough, which is why I was cut out of the water aerobics. You can only take so many people per class, so people are always on a waiting list, and it shouldn't be that way.
Another recreational center similar to Reston center, maybe in North Reston.
Anything they build should be environmental friendly.
As for current Reston Community Center writing classes, readings and workshops the teachers of these classes should be paid compensation. A monthly fee for these classes should not be charged though.
As many additions as possible based on additional user fees. Pay as you go.
As mentioned elsewhere, location is a big one. What location would best serve the community's need now? Present location is kind of seamy. Seems less secure and inconvenient. Only a couple of bridges cross the toll road. I work across the toll road from the Center and the traffic is terrible. A real drawback to using the Reston Community Center.
As more businesses move here with the Metro coming, they'd be silly not to raise fees on the business community that will be moving here.
Assess the community with specific questions as to the programs that the community would want to have.
At this time, I just don't know.
Availability of parking.
Be careful not to spend too much money. All the possible facilities would be great, but make sure you actually have the money first.
Be content with what they have. Costs are too high. Should rely on more volunteer help. Tax rate should be reduced.
Better communication explanations for the general public.
Better instructors.

Better management of the existing swimming pools. They do not have enough lifeguards to keep the pools open. The one in my area closed early this year.
Better parking scenario. It's too far for people with limited mobility. Better handicap parking and building access.
Better pool and a gym.
Better understanding the trends that Reston is taking on with the change in local transportation infrastructure. Maybe provide more of a community news publication to make people more aware of the coming changes.
Biggest problem is that the classes get full and have waiting lists and then people do not show up for the classes they signed in to which creates inconvenience for those who would have attended the classes.
Build more meeting rooms.
Building a new place catered to renters and one catered to running various programs.
Cafeteria.
Childcare. I have no babies, but because it is a safe facility and it's location, childcare would be good. Not just care, but a child development center. Higher quality of standards for low-income families. Lots of people who cannot afford quality care.
Children's' programs.
Citizen input at least as important as development input. Latest master plan is 80% developers, [developer's names deleted] and maybe 1-2 others are the only non-developers on the list of those doing the master plan.
Classes for kids since I have two young kids. After school programs because I am having difficulty finding affordable afterschool care. With activities like arts and crafts, music, language, etc.
Classes for older people. Public transportation to the facilities like shuttle buses.
Cleanliness.
Community ties. Open areas are important, where people can go to hang out and feel safe. Keep costs.
Computer access.
Consider a focus on arts and crafts rather than sports facilities.
Consider cost and community participation.
Consider costs. Don't over-spend.
Consider expansion to meet growing population. Address parking at the Hunter Woods facility.
Consider improvements in the footprints of existing facilities.
Consider keeping Reston the way it is. No more development. Don't take parks away.
Consider placing any new pool at Lake Anne.
Consider that people don't want taxes to go up.
Consider the environment in anything that they do.
Consider the fact that there are more than families in Reston. There's a single and senior population. Consider the large base of Reston's population.
Consider transportation.
Consider what the other facilities do not offer when making the new facility.
Consider whether or not the community really needs the new planned facilities.
Continuation of the arts programs, maybe additional youth programs.
Continue in a strong way.
Continue pushing for change despite resistance.
Continue to support the performing arts like the playhouse. Consider a pool pass that is only for the times that the Reston Association pools are closed like Labor Day to Memorial Day. I am in favor of expanding the facility due to a definite shortage of space.
Continue to try to get the word out so that the facilities we have are used more. They could also cut back on the community 'hot dog' events that they have out on the square, the plaza. They're not too meaningful. They're more sophisticated than that.
Continued priority for cultural arts.
Cost and demand.
Cultural events, arts and also the pool just for general swimming are good.

<p>Currently they have programs for seniors. They used to run buses into DC for various programs. They stopped that and I thought it was a good thing for seniors to have trips to DC programs, like the Library of Congress. Also, I signed up for a class on PowerPoint and the intermediate course is operated, in November, before the beginner class in December and this is the second year, at least, that this has happened. So pay more attention to the levels of instruction in scheduling classes.</p>
<p>Currently two centers quite far apart those of us who live closer to Lake Anne generally participate more with Lake Anne but its not as large. So, Lake Anne is in someway small. Would be good if Lake Anne could offer more.</p>
<p>Cutting taxes.</p>
<p>Daycare.</p>
<p>De-politicize the board. Abolish the special tax district. Fund like all other facilities of this nature in the county.</p>
<p>Diversity. Diversity in programming as well as in their audience. Keep it cost effective for some of their constituents, which is why I like the balance. Offering more diverse programming is a good thing but also making it more financially accessible.</p>
<p>Do consider the increase of the community and variety of programs above and beyond what they have now.</p>
<p>Do more with less.</p>
<p>Do not favor in new buildings but if they convert some of the pools to swimming.</p>
<p>Don't know and make so little use of it.</p>
<p>Don't know because we can't join these activities since we're not technically in Reston even though we pay the taxes.</p>
<p>Don't know if this would fit but Reston needs a new movie theater. A luxury would be independent movie theater. I am foreign born and these movies important to some people from overseas.</p>
<p>Downscaling their activities and cutting taxes.</p>
<p>Easily accessibility by mass transit should be taken into consideration.</p>
<p>Efficiency. For example, having more events going on during the same day.</p>
<p>Enhance senior citizen's programs and access.</p>
<p>Enhancing the variety of popular cultural events offered through Reston Community Center. They have a very good arts program and wonderful community theater, and they often get some really good people in there, but they don't always advertise it as well as they should. There is often not a full house for people that probably sell out in NY City. People need to know about it. They need to bring in programs, performing artists, that the whole community would want to come out and see. Popular artists. I do know they can't get Taylor Swift, but still popular and mainstream.</p>
<p>Entry location. It is behind a strip of other stores, so as a single female walking to the Reston Community Center at night, I don't want to go there because of its location behind these other stores. I'd prefer that its entry point be very open and secure.</p>
<p>Environment. Cleanliness of the environment, being green.</p>
<p>Evaluate old swimming pools to shut down and make room for indoor tennis.</p>
<p>Everybody pay their fair share, referring to the scholarship program. Everyone should pay something, adjusted to their income and what they can afford.</p>
<p>Expand the capacity of the programs so more people can benefit from the community.</p>
<p>Expand the type of programs because I always compare their program to the Herndon community programs.</p>
<p>Expanding the arts programs.</p>
<p>Expanding the volume of the same programs to fit more people so waiting lines are short. Broaden quantity.</p>
<p>Expanding their theater space and doing more with the theater. I don't think it is fully utilized.</p>
<p>Extremely opposed to building in Brown's Chapel. Be very open to where and what you are planning on doing sooner than was done the last time - open discussion to the public for debate. Keep the open spaces. I walk by the tennis courts by Brown's Chapel daily and there are hardly any people who use the courts and people play cricket, soccer and ball in the fields and I want that to be kept. Do not build on that land.</p>

Family activities are most important. Tennis would be good.
Family activities, like festivals and things that families attend, should be a focus. More teen activities.
Fixing up Lake Anne surroundings. The restaurant or shopping places, where they have the farmers markets. It is such a lovely place and it is just getting run down.
Focus on maintaining the existing facilities.
Focus on more youth and teen activities.
For people who live in subsidized housing, Reston Community Center could be a place for after school help and counseling.
Fund new development through user fees. Especially if it's supporting surrounding county recreation. I also don't want them to destroy Reston woodlands. They have tried to expand one Reston Association area and this would have deforested a new area. Use existing space and resources. Don't destroy the woodlands to build facilities geared for non-Reston residents. Do not compete with small businesses. They can invite small business recreation into the area to promote business and jobs. Reassess the programs.
Fund raising activities for the community in general.
Generally, expected population growth is a major concern. People will move here and feel a little uneasy about the numbers that are being projected. I would appreciate more information about what Reston expects and would like Reston to retain its character and not be too urbanized.
Get out of Small District Number 5.
Get the word out about what's going on at Reston Community Center.
Golf practice area, driving range or pitching green.
Good weight training class that you pay as you go.
Growing population as far as age, for exercise. It would be nice to have an alternative to the YMCA or Worldgate.
Happy to have the facilities at the cost we pay.
Happy with what Reston Community Center has to offer now, except for the poor illumination in open fields.
Have a place deep enough to tread water without being in lap lanes. One of the few exercises I can do and also more programs for seniors during the day, soon we will out number everyone else.
Have two pickup points Reston Association has three pickup points and Reston Community Center should have pickup at Lake Anne for all trips.
Having a plan for lower income families. Income-based swimming classes or reduced rates.
Having an Reston Community Center-run dog park would be nice.
Having the outdoor activities.
Higher user fees for people who don't live in the area. Indoor tennis for more winter revenue.
Holding on to the fields the Reston Community Center has, and not letting anyone take away the fields like the land behind Brown's Chapel, because it is a good place for children to run around.
Hope that they won't build an indoor tennis facility.
Hours of availability as compared to the Herndon Community Center where in some cases the hours are better than RCC and in some cases it would better to have a better facility with convenient hours.
Hunters Woods parking lot is very full.
I do think they need to listen to the community regarding planning and construction of facilities.
I don't have anything to recommend that they add right now. I think all facilities that are needed are currently available.
I don't think it should grow any more because they are competing with private businesses.
I don't think that Reston Community Center should pave over green space.
I don't think they've risen to be competitive with their other sources. I think what happened is they're sort of a dinosaur. Again, the fee structure I'm familiar with is not the same anymore. I take that money and go to the YMCA and can get more use out of it for the same price.
I don't use it really, I only review the programs they send us by mail.
I guess to maintain the facilities in good order and not let them deteriorate.

I honestly don't feel I can answer that fairly.
I hope they don't build over by Brown's Chapel. That would be horrible.
I like how the Reston Community Center is now. Many people are getting older in Reston and they have made the facilities very accessible to the aging population.
I prefer investments in outdoor recreation.
I prefer that Reston Community Center get their funding from user fees rather than raising taxes.
I think community outreach. I live in low income housing, and a lot of the people don't speak English. Maybe they use the facilities. I don't know.
I think general recreation space for younger kids. When I had younger kids I noticed they did not have enough programs for small children 1-5 years old. Computer courses are good.
I think in the past that space has been an issue and that's why they have another building on the other side of Reston, an annex for art classes. Maybe they might at some point want to expand the art programs.
I think it is necessary to have more people involved, but financially I do not know what the situation is. It is hard to answer that question. I think the community center and what it has to offer should be publicized more. Sometimes I find out about things too late. Things should be in the weekly paper.
I think it is not necessary to justify Reston Community Center's existence and they are of value to a certain segment of people with arts and crafts, shop, pool, events for seniors and scouts, so they provide much needed space. Why spend so much effort or money on justifications? Is someone trying to get in the way of expansion?
I think opportunities for community engagement over local and national political issues. That would be space for and encouragement for meetings of that sort. And I do think technology education for every sector of the community is important.
I think that now and in the future it is important for people to be physically fit. I think fitness classes are important. Cultural things are real important. All the things they already emphasize. It is important that people have facilities close by.
I think that Reston Community Center should perhaps publicize itself more and might increase. I think they are trying to increase usage, so making themselves aware would be beneficial. Advertising events should make clear -- 'This Event is For You'. Sometimes information might be conveyed and people think they are out of the service area.
I think that the population in Reston is graying, very much so. The problem is there's not enough for the younger people so if they would gear stuff more toward the younger families and their children then it would be more beneficial. If they continue to cater toward the older population, then they don't really need further enhanced facilities.
I think that their cultural programs are very good and keep getting better. And the more the better.
I think that they should, I feel like they're trying to build a big monument. If they feel they need additional space, they could probably rent from the facilities that are already here. I don't think we need more buildings. Often when I go there, the facilities are quiet. They need to find some way to spread the use of the building out, there are times when it's not used - 1/2 to 3/4 of the day on weekdays.
I think that with the growth that's coming, there is an opportunity to partner with the Y and maybe find a way to get some synergy from that which would benefit the overall community.
I think the lighting around the Community Center is inadequate. For safety reasons, I think it should be improved.
I think the only priority I'd voice is even as population grows that the level of services should keep up with it. I think that Reston Community Center is a drawing card for Reston even though I don't use it a lot.
I think the programming is particularly important. To seek the residents' input on the types of performance programming they offer.
I think they are doing a good job of meeting the needs, but I do think they need to expand. We have been very pleased with everything they offer.
I think they should consider a budget and they should get it approved by the entire small tax base.
I think they should consider the idea that Reston is a community comprised of people from many socio-economic backgrounds. Reston Community Center facilities are sufficient enough.

I think they're doing a good job notifying everybody. Like what you're doing now. like this survey. They've been doing a good job keeping us up-to-date with the creek restoration stuff. I don't mind supporting stuff like gymnasiums even though I don't have kids now. Everybody affects everybody else, and it helps the community. We heard bad things about the Reston Association when we first moved here. Reston Community Center should be part of an introductory packet for newcomers who move into the area, to distinguish themselves a little bit.
I think whatever they do the people who are actually paying taxes should get different or better rates than people who work in Reston, who are not paying into tax base.
I thought indoor tennis courts were being considered. I approve in the right location. Just well integrated location for the community.
I wish I could utilize the things already being offered by Reston Community Center. I'd then be able to offer more input.
I would be interested in adult hours vs. families and children activities.
I would encourage people to give online feedback to get better metrics to serve the community. Your survey may be effective. I don't know.
I would encourage them to reach out to and create initiatives with other community organizations within Reston.
I would like for the Reston Community Center to offer the residents first priority for enrolling in its programs and classes.
I would like the local taxes dropped. Reston is basically a homeowner's association. So on top of county taxes I get taxes for Reston, and taxes for use of the Reston Community Center. Only a few minutes away I would not have to pay that tax for the county recreation center which is actually better.
I would like to see more adult arts and crafts.
I would like to see more adult programs, especially for those without children. Everything is geared to the family here, and if you're single you feel really left out.
I would like to see them incorporate more travel for senior residents. Perhaps more day trips or trips of longer duration.
I would say trying to keep up with the expansion of the area and making sure that classes and space is available to everyone.
I'd like to see more of the pools updated, redone, like the one at Hunters Woods.
I'd like to see the Reston Community Center offer educational and cultural programs, perhaps with guest speakers.
I'd like to see them enhance the existing facility. South Lakes shopping center. Possibly build on to that one. Possibly do something at Lake Anne. I think it's important to keep outdoor play spaces for kids, not indoor spaces.
If people don't have a lot of money then offer discounts especially to seniors and lower income. Have more programs for children. Granddaughter is 11. They have things for older and younger kids but not as much for her age.
If the Reston Community Center is responsible for bringing carnivals to Reston, you think that it is a negative for the community. It is a noise distraction.
If there are more people and the YMCA cannot keep up with the demand, fitness would be a great area for the Reston Community Center to improve in. RCC does not seem over-crowded, but it is hard to get into swim lessons.
If they do the garden plots. I know they are getting cramped and have a long, long waiting list.
I'm a senior citizen and work full time. I want to continue working full time. They seem to think all senior citizens are retired, decrepit or mentally incapable. If I use the facilities at night, I am with a group of 20 something's. The Reston Community Center completely misses the seniors of Reston who work with no plans of retiring. There are many of us in Reston, and we want to remain active. We are not physically or mentally handicapped. We would like to socialize with people of similar experiences that our common among our age group
I'm concerned about increased population or traffic density in response to the extending of the Metro Silver Line. I'm worried about street lighting, underground cables. Some of the original planning in the area has taken a backseat to the new plans surrounding the Metro Silver Line extension.

I'm considering going to the YMCA and a fellow here goes to an exercise program and swimming program and spends about an hour a day there. My concerns are physical and mental well-being. Am interested in some programs like that. It is hard for me to say that is needed or not needed. Do not know how existing facilities meet the needs of my age bracket.
I'm just totally opposed to developing Brown's Chapel to make a sports complex. I think it's a nice open space where people can have picnics now as it currently is. I don't want them to build a sports complex there. I think that for parents to want their kids to do indoor swimming or ice skating, they should pay for it themselves. I should not have to pay for that or for having that land developed for new facilities. I have signed a petition regarding that.
I'm not sure if this is their responsibility, but in our area we need more light and lamps on dark streets in the nights to walk from the bus stops to the house. I'm not sure if that's their responsibilities. More swim classes for children. You have to pay for it, and since we are a low income family, you have to get a scholarship. And then we tried to sign up and it was full. There was not enough space. So now we have to go to Oakton.
In my opinion, one of the priorities should be that the Reston Community Center should have its own building.
In the immediate future, they need to make sure that they take care of the things they have, making sure they're kept in good shape.
Increase capacity in a reasonable location at reasonable cost, not raising taxes, but increasing user fees from non-Reston residents.
Increase in housing due to metro. Certain things will have to grow in order to keep up.
Increase in senior programs.
Increase the programs for youth.
Increased performing arts space.
Indoor dog park.
Indoor fitness space and a larger aquatic pool.
Indoor tennis is something Reston needs. Focusing on the Arts is something that they should continue doing. Younger children swimming and arts programs are needed and programs focused for younger children in general. CPR and other family programs.
Involve local groups other than Reston Players and national troupes. People in Reston who are paying for the Reston Community Center should get the first priority to use the arts stages and facilities.
It sounds like they're thinking about the things that I would suggest. At both of their facilities, if they know they're going to attract more people, they need to do something about parking.
It would be nice for a better waiting or sitting area at the main building where dance classes were offered at the Hunter's Woods facility.
It would be nice if they kept soap in the soap dispensers in the shower. It's a little thing, but on Friday everybody was complaining. It was overlooked. <i>[Names deleted]</i> are just great.
Just a concert hall.
Just expanding the programs they have now to accommodate additional people.
Just growth.
Just maintain the facilities and keep them clean. Keep them up to date. Keep them pristine.
Just making sure there are meeting rooms and that hours are reasonable so that people can take advantage of the facility. And making sure that programs are advertised.
Just normal health care. Well, I mean diet.
Just tax the people who use the facility, not the while community.
Just to have more programs available.
Just upkeep of the area and the best faculties.
Keep a good pulse on the community's needs, like this survey. Consider Reston as opposed to people outside Reston.
Keep expanding running paths and some areas could use a bypass so bikers, runners, and walkers don't have to cross Main Street.
Keep green spaces as they are. Additional funds should come from business taxes instead of residential taxes. Reston Community Center and Reston Association need to be more in touch with the community. The Association has a terrible reputation in the community.

Keep prices low to maintain access. Would like exercise classes for elderly with arthritis and other similar ailments. Adequate parking and disability access.
Keep Reston a very nice town. Expand business in town.
Keep the pools clean and maintained.
Keep the prices low for the community. Would allow a lot of people the opportunity to use the facility.
Keep the tax rate down and obtain fees from people who use the services.
Keep the tennis courts in good order. This is a tremendous asset. There are only two facilities with public play courts on the East Coast and Reston is one of them.
Keep the traffic down among folks from outside Reston; recognize the surplus of recreational facilities already here.
Keeping abreast with the needs of the growing community.
Keeping costs low for residents. There are senior classes only offered during daytime hours. Some eligible seniors work at this time. Please offer some classes in the evening hours.
Keeping it open and fresh.
Keeping prices of classes the same or decreasing them for Reston residents.
Keeping taxes low. Increase the user fees. Residents outside of the Reston area utilize the Reston Community Center, but aren't paying taxes.
Keeping taxpayers costs down, rate down. User fees should pay for most of it
Keeping the existing facility and maybe one of similar comparison on the north side. Should be funded by primarily user fees.
Keeping the needs of all the residents in mind and not just the small minorities.
Land use.
Larger bus capacity or use two buses for Reston Community Center-sponsored trips.
Lately, the last few years, there's been more of a gang influence here. Maybe they need to be thinking about how to get more kids in there instead of tagging underpasses. I don't know how many programs they have toward young people. If they do have them, programs for young people, they need to encourage more participation. They have tennis, but that's a sport mainly serving upper class whites instead of serving the people that need them, the economically deprived folks on the lower rung. Reasonably priced classes, etc.
Less government or tax funded recreation in Reston.
Letting public know how their money is spent.
Location and leaving green spaces as they are.
Location and parking. Consider user fees carefully to insure balance.
Location is huge. Not sure where to put additional facilities. The previous proposed location for indoor facility was too close to residential areas.
Location is very important if they plan to build. What I hate to see too much of is open land being used up. We voted one down near me. One of the main reasons Reston is so popular is the open space. Every time they build, they diminish the open space.
Location near a shopping center is unsafe. It makes me feel uncomfortable due to loitering.
Location. Must consider traffic patterns to stop congestion.
Look at expanding class availability, especially for the art classes. Also more class times so people who work at different times can also attend.
Looking to make sure we grow with the coming Metro and security or crime prevention that should come with the Metro.
Lower the taxes assessed on the residents.
Lowering home owners' dues.
Lowering taxes.
Low-income children programs in regard to education and technology, for everyone.
Maintain a high level of artistic programs and bring in lots of arts and culture groups outside the Washington, DC area.
Maintain minimal services at minimal costs.
Maintaining a good facility for the senior citizens.
Maintaining existing facilities. Maintaining and potentially lowering costs. Seeking agreements with

the county to arrange for county-provided services and facilities like in Fairfax County.
Maintaining integrity of the plans and qualifications of people hired to oversee safety of others.
Maintaining quality.
Maintaining the current facilities at the highest possible level before adding additional facilities.
Maintaining the current programs at their present standards.
Maintaining the quality of service that they have and perhaps maintaining the tax rate as it exists.
Maintaining what they've got and not letting it get overrun.
Maintenance of open space.
Majority of recreational programs should be covered only by user fees.
Make popular classes more accessible and easier to sign up, particularly swimming.
Make sure classes and facilities are available to everyone from an economic standpoint.
Make sure if they are thinking of relocating to consider community input in terms of location.
Make sure taxes do not increase for individuals.
Make sure the community is on board and be careful with land allocation.
Make sure they have access for wheelchair bound people, both young and older people in that situation.
Make sure they have enough parking space.
Make sure you keep the outdoor community pools open, especially the one across from me Shadowood pool.
Make the neighborhood around Reston Community Center a safer environment so people will not be afraid to go there (Hunters Woods). Make Reston a more cohesive community and do not overdevelop.
Make the online registration work, so we don't have to go to the center and fill out a form.
Make-up of population and demographic according to the new additions. Keep everyone in mind when creating new activities.
Making classes affordable to lower incomes. In favor of increasing fees so that it would be more feasible to offer low fees for those with less income.
Making classes and programs available to disadvantaged residents, children especially.
Making facilities more accessible by extending the covered entrance ways to the parking lot or circular drive. Make sure there is Wi-Fi through out the building.
Making it better for families and provide more services for them.
Making the resources available to everyone in the community. That it not be priced above what some residents can pay.
Maybe a bigger auditorium for performances.
Maybe childcare for working parents.
Maybe classes on how to incorporate fitness into your workday or into your vacation, or your life generally.
Maybe some emphasis on a low-cost or low-income senior programs.
Maybe the time and availability for different facilities, courses and classes should be extended to later hours, even if only one or two days a week, especially given that there are commuters in the area.
Meeting growing population needs.
Meeting the need of community members who can't afford the programs.
Meeting the needs of the residents and not being concerned with competition with private health clubs.
More activities for seniors.
More art for children.
More arts. The best thing is what you are doing like the survey to see what the tax payers want.
More availability for the programs mentioned.
More camps.
More child development programs.
More classes or more spaces in the classes. Higher enrollment.
More communications with members of the community.
More development of open space for common use or preservation.

More evening programs for older adults. Programs for seniors are presently all during the day.
More focus on development and presentations of the talent of the people who live here. The reason why people are drawn to Reston is because of the creative and forward thinking group of people. That local talent is not showcased enough. Whether it be for arts, sports, music. And building bricks and mortar is not necessarily the answer. They should try to partner with schools to use their facilities.
More gymnasium space to accommodate indoor sports.
More jazz groups in conjunction with the Reston Community Center cultural effort
More lighting on the streets.
More like a gym with a paid membership.
More open programs for diverse population.
More options for the elderly like access for swimming, etc. Make a little more money and take care of elderly people. Make an effort to help elderly people even if its free.
More physical exercise equipment like weight training, walking physical exercutrices, exercise cycles and treadmills.
More pool space for those not taking lessons. Enforce rules. Kids throwing frisbees is not okay.
More programs and instructors for the programs. I would like to learn more about how the Reston Community Center determines or makes the selection for who can enter the programs. Is the selection for residents versus non-residents the same? I feel the residents should get first priority since they pay the tax for the facility.
More programs for seniors and party rooms.
More programs. Lake Anne facility.
More scholarship plans developed. A lot of people need that. A way to disinfect equipment.
More senior trips.
More senior-orientated classes, like dance.
More services without increasing user fees and taxes.
More space for more classes. If you do not sign up immediately, the classes fill up fast.
More space for the enhancements and more parking to go along with the expansion of the current facilities.
More swimming lessons.
More teen programs.
More theatre and senior activities.
More things for seniors.
More trips for seniors.
More trips for seniors.
More usage of the water facilities. More community activities utilizing the water. There are three lakes. Not many community things happening with the lakes.
More youth programs.
Mostly look to Reston's community's needs, not people outside of Reston.
Multicultural. Addressing the diversity needs the community has especially around the various economic levels and socio-economic needs right around the center itself. Cater to some of the young like that.
My family has not really participated in anything at Reston Community Center in terms of programs, so it is hard for me to say. I don't have anything I feel I need that they could provide.
My only complaint is about dancing. We have to go to DC.
My only suggestion would be to offer classes that go more into the evening hours.
My thinking is the level of activities is sufficient and I'm not in favor of increasing programs or enhancements.
Need for possible third facility.
Need to keep the status quo. Keep it just as it is. I pay the taxes and dues but do not use any of the facilities. We're paying for everyone else.
Need to maintain outdoor space without additional construction.
No bigger, no larger facilities and no taking over of green space.
No bonds. Co-locate with metro. A year-round pool.

No debt financing in the future.
Not a priority but they may want to think about parking. Also doing on-line surveys.
Not an emphasis on physical aspects more than the mental, artistic and creative aspect.
Computer classes.
Not being overbilled. Green spaces.
Not charging residents more for activities they don't participate in.
Not enough class sessions for weight and strength training. They had an excellent instructor, but weren't offered enough classes for me.
Not increasing taxes, keep the youth programs and the senior ones. The trips are good. I like the arts and crafts programs. Not concerned about meeting rooms. Plenty of places to do yoga and palates.
Not overspending. Programs for low income households.
Not personally for me, but for the people here generally, good lectures and classes. To have good lecturers come to explain about the economy and other topics to make our population here more educated. Like knowing the difference between Iraq and Iran. I used to teach, and sometimes I'm really shocked.
Not raising taxes and not raising fees.
Not spending money until we are thoroughly out of recession.
Not spending too much money. Not thinking that it has a blank check from the residents. Spend it like it's your money.
Not sure if Reston Community Center thinks about the amount of green space even though it's not used intensively so I would not support a major indoor facilities with a lot of parking at the cost of green space. The tennis court we have doesn't matter to me at all and would much rather the land be used for indoor facilities perhaps including indoor tennis, but not necessary. An example is Browns Chapel Park.
Offer more language classes.
Older people need parking that they can use.
Olympic size pool is not important to me, but I think it is important to Reston. Swim teams are a big deal and they have no indoor pools for practice. That sort of thing is important to the community. Indoor space for practice or ball. Children's team space is badly needed.
Open, safer location at Hunter's Woods.
Options of single families.
Outdoor recreation space.
Outdoor soccer fields.
Pace itself to the real growth that is going on.
Parking is difficult.
Parking is not convenient for access to the building.
Paying for the program. The economics of the whole system.
Perhaps they could send out information on activities and programs on a quarterly basis rather than semi-annually.
Personal safety for the people who use the services. Cleanliness too. As in a clean and safe pool.
Personally don't think I would use facilities for exercise but might use for arts. Exercise is not so important to me or my family.
Pilates and exercise education programs continued.
Planning for demographic shifts, both in the natural aging of the population, but also in the needs of younger people moving to the area due to jobs. Planning for land use and redevelopment and removing the somewhat woody character of the community to replace it with high-rises.
Please reconsider the registration procedures. Those who lose the lottery for a class should get higher priority the next time through.
Pools are my number one priority.
Population growth, infrastructure.
Prepare for more people.
Preservation of green space.

Preserving and expanding as much natural space as possible.
Preserving the parks or common grounds. Don't develop over parks and open space. Indoor recreation center shouldn't even be on Reston's priorities. People can go elsewhere for indoor recreation; you can't get parks like these.
Pre-vamping the showers.
Prevent more development of apartment buildings because they make the community very crowded.
Priority one is what isn't available anywhere else and whether or not such things are affordable to people within the community who cannot find it elsewhere.
Private swim lessons.
Probably additional kitchen space if they make another building with meeting rooms.
Probably increase arts and cultural and multicultural programs.
Programs for disadvantaged. Computer training, life skills and also life skills for children. Banking, consumer skills, etc.
Programs for outreach to at-risk youth.
Programs other than facilities. More day trips.
Proper of what facilities and programs it already has.
Provide a safe environment for teenagers. There is a lot of places or activities for young children. Enhance activities for teens
Provide school age children with after school programs to give parents additional choices.
Provide some type of activity or entertainment for youth in our community.
Provide teens safe alternatives to keep them out of trouble. Make Reston citizens more aware of public services available to them such as welcome packages and track people who don't use the facilities so they can be encouraged.
Providing space for a variety of different activities. I voted for the skate park.
Provision of means of vehicular transportation for participants with disabilities that prevent their driving themselves.
Putting information out to the community before having plans drawn up and getting more community input prior to making any design plans.
Quality is important. Don't hesitate raise additional funds through fees or taxes or both.
Racquetball courts.
Recreational programs.
Recreational trails.
Reduce spending. Instead of increase decrease.
Reducing taxes.
Respect or coordinate with Reston's existing nature.
Reston Community Center facilities should be available to residents of all economic backgrounds.
Reston Community Center needs to keep open space instead of building new buildings. Stop building indoor sports facilities and parking garages and leave open spaces alone. They should utilize the buildings they currently have.
Reston Community Center should look at the community rates charged for room rental. They need to be more market-competitive. They don't charge enough for their rooms. There is no deposit required for room rental.
Reston Community Center should partner with Reston Association to cover some outdoor pools with a bubble so they can be used in winter. They could also provide indoor tennis in the same manner. Bubbles instead of permanent construction. Dance rooms can also be used for yoga and some aerobics. More private dance space would be nice, but not in the open community space.
Reston people seem to be slow to accept change, so perhaps Reston Community Center should propose a bond so an individual could decide whether or not to buy into a bond, rather than everyone having to pay. Also it seems like Reston is getting older. Maybe look at upcoming census to make sure we are meeting the demographic needs.
Reuse open building spaces as to not exploit untouched areas of environment. Take into account existing real estate responsibilities. More programs for young kids.

Rooms available to public for special events like parties and celebrations
Safety in the parking lot after hours.
Saline pools. Teen center or something for the youth is fairly important. An indoor center would offer that.
Satisfied with what she uses currently.
Scale. Making sure that they size the new community center properly for the growth. With the Metro Silver Line, the zoning laws may become more dense for residential growth. The planning for the center should at least meet the existing needs and, if funding's available, go ahead and make it larger to meet the future needs.
Scheduling more things on weekends and evenings.
Separate beginners and advanced language students.
Separate, exclusively Reston Community Center parking from the parking facilities there which are in a common area with other retail stores.
She no longer goes to the YMCA because of costs. She is very concerned about the costs at the Reston Community Center events as well.
Should be a well lit parking lot with enough security so that people would feel comfortable coming back there for an evening event.
Should be more open to hearing what residents actually want and not so much in hearing what a few people want for their vision of Reston. I don't want apartment complexes and woodlands to be cut down in order to have this greater metro suburban area. I don't think too many amenities would attract businesses a great deal.
Should be more open to the resident members or residents of Reston. Seems like a closely knit group of people control everything and don't make a strong effort to communicate everything they offer.
Should consider changing election procedures so that elections would attract more voters, such as putting the election on the ballot with other state and local offices. Should look into problem associated with multiple voting by residents at multiple locations.
Should consider enlarging some activates for very old as is an aging group in Reston. Also need more intellectual and fitness classes.
Should have more community input into use of space, public space.
Should maintain the facilities they already have.
Skate park and more biking facilities.
Smart development. Not in favor of more commercial development.
Some alternative youth facility and programs like in-line skating or such activities popular with the kids. It is important to get them off streets.
Some facilities in north Reston.
Space issues. There is not enough space to accommodate more people entering the area.
Space priorities and education.
Specialized facilities are not open enough, like a woodworking lab, photo lab, theater and sprung dance floor.
Stay as it is.
Staying true to its original mission of being inclusive, for all ethnic and income levels. A lot of families are moving out of the area. The Reston Community Center might help attract or retain families after children leave elementary school.
Staying within the budget. There is enough debt, do not need to add to it.
Street lighting. Certain areas should be more well lit like in between Sunset Hills and Wiehle Ave.
Stronger arts curriculum and classes.
Swimming pools are crowded. Consider the needs of the residents especially those of lower income who can't afford the choices.
Swimming, art and exercise spaces.
Take into account the demographic of the area. I don't use the facility because I work full time in DC. Some of the classes my husband or I would be interested in are offered during the day such as gentle yoga. One of the problems is location. You can't drive to the front of it. In Hunter's Woods there have been some assaults on the footpath in the surrounding area. It would

discourage people from coming there at night. The entrance is not in open view. It's behind the shopping center.
Take into consideration increased revenues that will result from increased property assessments that can be anticipated over the next 5-10 years development, in addition to those resulting from population increase proper.
Taking over what is now open or natural space. Areas that do not have any facilities on them, for building space.
Tax or draw revenues based on the value of the homestead or of the house. I live in a condominium and you pay the same taxes as a person who lives in a home, so taxes are disproportionate. Unfairness of dues imposed on every home owner regardless of the value of the home.
Tennis courts should be considered.
The amount of property, wooded areas, traffic congestion, and cost should be considered for any future expansion or enhancements.
The ample supply of private indoor recreation and fitness facilities in the area. Ample enough to meet needs, and so Reston Community Center should leave those options to the private business owners.
The availability of facilities on the north side of Reston.
The biggest thing is getting us a good quality indoor 50 meter pool. Locker rooms.
The classes and possible lectures, maybe a mentor or sponsorship for kids who need help, with careful screening, like a big brother program that would involve adults who care.
The color of the sidings, type of doors used on the buildings should have the same standards as the rest of the buildings.
The common ground should be improved. The stream valley should be cared for.
The community gym area is important. Keep that around.
The computer lab would be the #1 addition.
The current priorities are narrow in scope and focused on sports. Exercise area is satisfied, but other activities are not. Need to broaden view as to what constitutes recreation.
The demographics. Match the programs to the age groups. I'd like to see some sort of reduced fees for low-income people.
The first persons signed up for a service should be the first persons to participate. Cancellation policies are unfair even when reserved space is given to another member.
The first thing they should consider is how to spend money on things people want, such as Browns Chapel Park for example.
The impact of the Metro Silver Lane. The Reston Community Center should address the matter of its' potential route. They should keep other public transportation means intact, such as biking and busses.
The infrastructure is getting older; I believe that It's important that it doesn't affect property values.
The other thing I know Reston Community Center does, and I'm not sure to what extent or if it is connected to the YMCA, but there are youth programs. There is or was a program at RCC for kids suspended from school to keep them off the streets. I'd like to see a lot of strong teen and middle school programs. For middle school, 6th to 9th grades, it is especially important to keep them off the streets and provide supervision for fun and homework activities. There are some pretty rough neighborhoods and they'd be a lot better off. Maybe a bus from school, too.
The other things they offer don't really interest us, though I'm not all that aware of what else they offer that might be of some benefit.
The paths around the Reston Community Center have fallen on hard times and should be given attention. Preserve what is left of the natural in the midst of the corporate explosion. Many of the corporations coming are offering full-service exercise programs, conference rooms, etc. so it isn't so much needed from the Reston Community Center, so that makes it even more important to maintain the family-centered paths and such.
The person who taught my health or wellness class later solicited me. I wanted to learn about health and not be targeted for sales.
The pool is very important.

The population of Reston is not going to grow dramatically; it's pretty well built out. Maybe the county ought to build something here, rather than the Reston Community Center. So I don't know how ambitious they need to be at expanding things at this point.
The priorities should be the interests of Reston residents. The will of the Reston residents should be what's most important, not that of the Board. There needs to be a common-sense, sense of balance. The Board can propose, but they only have a mandate when the residents agree.
The priority of maintaining diverse opportunities for a diverse community.
The Reston Community Center covers enough already.
The Reston Community Center is trying to accommodate the wishes for too many people. There are plenty of facilities available. The public should not have to fund individual recreational desires.
The Reston Community Center needs to consider the aging population of the community.
The Reston Community Center should consider some computer based training for the residents.
The Reston Community Center should consider what I have already mentioned - prices and drop-in classes.
The Reston Community Center should do more to get the word out about programs and classes. More advertising and public relations.
The Reston Community Center should make sure programs are available to active, younger seniors - possibly through partnering with local organizations.
The Reston Community Center should maximize the efficiency of the current programs, and I am opposed to the increase of the size or number of athletic facilities in Reston. I am for the complete preservation of all existing open and green space in Reston and am unwilling to support the taking of it to provide for athletic facilities.
The Reston Community Center should prioritize their computerized online registration. It needs serious revamping or improvement.
The Reston Community Center should promote ways to encourage kids to spend time outdoors, not on video games.
The Reston Community Center should stay within their budget rather than raising taxes and issuing bonds.
The senior trips are fantastic. Would like to see more availability so you don't have to go through a lottery. Like one trip with two or three date possibilities.
The tax bill is already high and I hope it doesn't go any higher.
The theater portion should be enhanced; my family thoroughly enjoys using the facilities. Continue to offer what you have and possibly build on it.
The whole issue of how the residents of the Reston Community Center community are taxed for community centers in comparison to other areas of Fairfax County.
Theatre programs are very meaningful and should be sustained. Preserve our green spaces.
There are always issues about parking and traffic flow that need to be thought about. Crossing the toll road, Route 267, or traveling through the residential areas of Reston can be difficult and thus demand consideration in planning events.
There are so many I could not imagine what else to add. It's the reason I moved to the area.
There is going to be a greater need as the area grows. There are classes for younger children that they only offer once so maybe they could offer them at different times or different days.
There needs to be more pool space for winter use. The arts programs do not seem to get as much attention in the discussions as I would like to see
There seems to be plenty of staff and plenty of programs. The pool should not close for such long periods. They do a nice job, they have an adequate program and we are getting our money's worth. I am an active swimmer. There is generous utilization of the facilities, but it is not overflowing. I think we need to be more realistic about how much is enough. I commend them for the job they are doing.
There should be more community meeting rooms.
There was a community meeting room where people discussed current events. Also a book discussion group.
They are going to have to think about size and location. We are within walking distance now and like the convenience.
They are pursuing are the ones they should have.

They have a comprehensive plan going already.
They have to figure out whether they, or other facilities, will have to provide for the population increase in Reston.
They need some bigger space for some classes.
They need to continue to consider the senior status they have in the area at this point. And then maybe enhance programs that would entice industry to come here.
They need to do better some of the things they are doing now before worrying about expansion.
They need to get the word out that people are eligible. I am in the Town Center. I'm not part of Reston Association.
They need to not make deals with Reston Association before they talk to the people. They need to change the way they operate. They need to be much more forthright with the community.
They need to really work hard to find methods of outreach and listening to what community members are saying. I am tired of reading about people being blindsided by what sometimes appears to be backroom fixes and a fait accompli. The community should, from concept level all the way through, be part of the planning.
They need to take this survey into account when making future plans.
They offer so many opportunities and it is hard to get into some, so expand the programs with wait lists and decrease the programs that are hardly used.
They ought to consider what other facilities are available in the county. There are plenty facilities around here. I just don't see the need.
They ought to consider what the community says it needs, which means they ought to consider increased interaction with the community. In my experience, they have not reached out in a way that connects with me.
They ought to raise the tax rate. I think it is low. I think in the consideration of any new facility, they should think about incorporating open space a la Frank Lloyd Wright - consistent with the philosophy of Reston residents.
They probably should ensure that they are available to folks of any income.
They provide a wide variety of services now.
They should be conscious of the budget and re-examine assumptions about revenue growth. Where facilities are located. Stay away from double existing areas. Focus on commercial areas. Try to do anything in the Brown's Chapel Area and they will loose their job in a moment. They should not hire anymore consultants
They should be more community-friendly and not arbitrary. Need to be more sensitive to the resident in regards to convenience ease.
They should consider the fact that there is a senior community in Reston now, and they're not interested in seeing any of their income and taxes go to this project. I don't want to see any of my taxes go to the Reston Community Center.
They should do more things for the elderly and people of limited means, in general.
They should get the county to pay for this. We have all kinds of things that they pay for elsewhere like in Fairfax County.
They should go out of business.
They should have more crafts. More exercise programs.
They should help to promote social interaction between people.
They should improve the health of the Reston population through health classes. Educational classes, language and financial management, too.
They should maintain the paths and trails and maintain status quo.
They should maintain what they have and stop trying to expand all the time.
They should make better use of the existing facilities and service a community that they've neglected - the taxpaying community.
They should make better use of the theater and offer more mainstream artists appear as well as school productions during the day. Also, expansion of the aquatics facility.
They should make some arrangement to get Fairfax County in here so we have the same quality of facilities that Fairfax County provides outside of Reston. They should focus more on providing indoor water facilities for the whole community, not just swimming clubs and seniors.
They should make sure any new development for Reston Community Center should not cause

congestion. And don't cut down any more trees.
They should make the park trails more accessible in terms of less trespassing signs. I sometimes think the cost or fees are too high.
They should not be swayed by local groups that want to satisfy their own needs, such as indoor tennis. I also think the Reston Community Center should strongly consider the current economic times and not plan for any expansion that would result in a cost to the residents.
They should provide more accommodations for seniors. The reason I go over to Herndon is not that Reston's overcrowded, but that things to accommodate seniors are non-existent.
They should stay focused on running the Hunter's Wood facilities, and people's safety in the evening. Some activities going on there act as a deterrent to people going there in the evening.
They should try to accommodate the coming increased population to serve the community better.
Think that the employees of Reston Community Center should be supervised so that the areas that they are supposed to be keeping up would be done better, such as the trails. Identify which are RCC trails and clean them up. Have community clean-up days. Some areas of Reston are not kept up.
Think that they should come up with ways to make their facilities more 'green' and that they should not tear down the natural land just to make more buildings.
Think they should consider that residents and people who work in local business should be given presence over non-locals.
To continue and expand classes for all ages like arts and crafts, language and computers.
To maximize access to people with lower income.
To not consider major expansions. No new big facilities, such as Browns Chapel Park.
To practice strong physical responsibility to the current taxpayers contributing within the SD5 tax district.
Too far away and I can get to Herndon a lot faster.
Track and field.
Traffic and destroying Reston's only park-like land that is left.
Traffic and parking should be considerations when planning any new facilities.
Traffic congestion.
traffic flow around proposed recreation centers
Traffic problems in the area.
Traffic.
Trainer for new people.
Try to operate with what they've got. YMCA covers many needs. Bubble the existing pool. Keep the existing ball fields, instead of new parking lots. Place more emphasis on popular programs. Downsize or eliminate others. I like many of the existing programs.
Trying to compete with other fitness centers that already exist, and they are not set up to do that. I do not think people would pay extra money since there are other places that offer this. I would prefer they offer other programs and classes, as well as entertainment rather than trying to get into the fitness game.
Trying to contain costs.
Trying to get more support from Fairfax County financially.
Understand that the number one value of Reston is open park space and outdoor activity.
Update facilities. If they have capital funds available, enhanced parking.
Usefulness of architectural review board. Consider having adverse impact on community.
User fees should be higher for non-residents.
Users outside of the Reston community should have to pay more since we have to pay the higher taxes. Reston residents should have a minimal user fee.
Want a small town look and feel.
We enjoy the movies.
We have to coordinate transit development with the Herndon area. My biggest concern is that what we have needs maintenance and cleaning of the nature areas in Reston. I love nature and we need to protect it. Many of our natural areas are being trashed.
We need a northern Reston duplication of the center that is in the south.

We pay the fees. Extra money should not go into it but if extra money is left over it should not go to building new facilities. Think green.
We should have a facility that is closer to our area.
Well, I think they should consider partnering with Fairfax County for revenue and land and building, and leave us alone. They've milked us dry with the Small Tax District. They want to build a major complex, and they want Restonians to pay for it and then rent it out to other Fairfax County residents.
What is already provided plus what Fairfax County provides.
What is most important is that they look at all facilities and make sure they are all being used before they start adding.
When I attended the community meeting about building the larger Reston facility, I was struck by [name deleted] who talked about the mission of Reston Community Center providing recreation facilities for those who would otherwise not be provided with such in the Reston area. I had never understood or thought of the Reston Community Center as a place primarily focused on providing recreation for less privileged people. I am not sure I buy into that as the primary purpose. It should be providing relevant facilities for Reston residents, although I am willing to subsidize those less able to pay.
When they know they have a lot of people on waiting lists, create more classes so more people can get in.
When they offer something to have enough availability for the amount of interest. That is a consistent problem.
When you seek information on weekends, in reception, no one is knowledgeable about the programs. Need to provide justifications for budget items and get more quotes or estimates. I don't feel like you track budget items month-to-month well with cost escalation. Woman who runs senior programs is insensitive to senior participants, she talks down to people and doesn't help or assist when there are physical and psychological limitations. More funds for the capital fund for external and internal maintenance. Make it more inviting. Provide better security
With the metro coming there will be increased demand that they have to accommodate. Otherwise, residents of Reston will not be able to get into these programs and there would be no point in living in Reston.
Woodworking room
Work within its means. Don't expand unless there is a demand. All user fees and no tax money.
Would like the outside residents to pay more to use the facilities because they do not incur the real estate taxes and this would only be fair.
Would like to see them provide more after-school programs for middle and high school students because it is a need that has not be met.
Would love to have indoor facilities expanded as I have had difficulties signing her children up.
You would be against the indoor tennis facility.

Q_CURRENT: Has any member of your family participated in [READ FROM LIST] within the past 12 months?

Attended the Asian festival but not certain if it was Reston Community Center or not.
Cooking.
Don't know if this counts, but an art display.
Senior trips.
When our daughter was at home, away at college now, we used the Reston Community Center a great deal. Things have changed in the past 12 months with her being away at school.

Q DEMAND: In your opinion, do the existing recreational facilities of all types in and around the Reston area meet the current demand?

A lack of indoor tennis courts but have heard Reston Association is against this.
Children offerings are expensive in this area. Need less facility-based offerings like hiking clubs for example.
For the most part, yes, but there are not enough of certain things, like large, lit ball fields and indoor racket sports facilities, etc.
I know there's a push for an indoor tennis facility.
Indoor pools needed.
It would be nice if they had senior basketball here.
I've tried signing up for yoga and been 8 and 10 on waiting list. Also on waiting list for trips, etc. They cannot accommodate those who are interested.
Lack of indoor pools.
More than enough.
Need a few more soccer fields.
Need a place to hit the tennis ball against the wall.
Need ice skating.
Need more classes for seniors, what they have is limited class numbers.
Need more indoor tennis courts and pools, however not at the location they had been discussing at Browns Chapel, because it is not well thought through. The funding or the land use. Not handled well and the specific proposal seemed questionable. If it were a county-wide facility it should be paid for county-wide and vice versa. Also the fields were natural parkland and in use as they were for recreation.
Only thing missing is health club type facilities.
Plenty of gyms in the area. New super Gold's' Gyms.
Pool is crowded.
Skate park.
Tennis people whine about not having indoor tennis courts.
There are no swimming programs for people with MS in Reston or Herndon and there are elsewhere in Fairfax.
Underserved for certain activities such as indoor pools, squash and indoor tennis.
We need a gym.
We would like a nice dancing place in Reston. People 20-40. No place to go and dance to music. Programs at Reston Community Center are mostly for small children and old people.
With the possible exception of year round swimming and indoor tennis.
Would be good to have indoor tennis facilities.
Would like to see a ballroom dance class offered.
Yes, for example at YMCA you have to cruise the parking lot for 15 minutes to get a parking spot because it's so busy at midday.

Q DIFICLT: Because of high demand, have you experienced difficulty trying to sign up for RCC programs or use RCC facilities, or not even tried to do so because of high demand?

Arts programs oversubscribed.
At this time I am on medicine that makes me sleep a lot.
Belly dancing.
Deadlines are too strict.
Especially for baby and toddler programs.
Especially the pool is crowded.

Haven't tried but I understand the programs are filled. I know that because I work there full time over the summer as a camp counselor.
Husband tried to take a swimming class and it was full. Believe he called late.
I got bumped out of a water aerobics class I've taken for five previous years. I waited too long to sign up.
I have taught classes where there are waiting lists at Reston Community Center.
I overheard conversations about it on the senior trip bus, but personally have not experienced a wait.
I question whether the population and demand for services will really increase.
I think this question is manipulative. Phrased to get a certain answer.
I've learned I have to sign up the first day a class is offered.
Just in the process of looking at the current schedule to see what my daughter might enjoy doing and seeing what's affordable, we have three kids and it gets pretty pricy.
Know people who have not been able to get into swim classes.
My wife has been on the waiting list a couple of times.
Only for some of the trips.
Only once a few years ago, when a class they offered was limited to eight participants, but they've increased the number of participants allowed to 15, and I have not had any difficulty this year.
Only swimming, everything else is fine.
Question that it is expected to increase, because there are no new houses being built.
The camp system is totally maxed out in Reston. Reston Community Center books five months in advance for camps as do all kids' summer camps in Reston. The availability of summer camps is definitely greater than demand.
The children's theater programs are the only occasion when I've encountered such problems.
The people coming in are not paying the taxes to sustain these programs.
The sign up lists are so long that it is a disincentive to sign up. I work and by the time that I get around to registering the classes are filled. The waiting list are ridiculously long. I don't even bother signing up now. The waiting lists are hopeless.
The swimming is always booked before I can get on the list.
Waiting lists are too long and sometimes we couldn't get in, although we have been in waiting lists sometimes three times in a row.
When kids were little, yes, but not in past five years.
When my now adult child in college was young, I had difficulty signing up the summer camps for children. This was at least 10 to 12 years ago.
Why quit doing things. High demand was discouraging and I could never get in.
Yes, there is even a lottery system for senior trips.

Q_DISABLEL: Do you or any of your family members have any physical or intellectual limitations that prevent you from using any of the Reston Community Center facilities?

Age. It is a little difficult for us now. No disabilities, but they changed the chlorine mix and I had to stop swimming. I used to swim a lot there.
Arthritis in my hip.
I have a visual impairment which makes it difficult. I have to use public transportation. It's an obstacle and challenging but wouldn't actually prevent from using Reston Community Center.
Just from age, bursitis, etc.
Medications and a mental condition.
My legs go in and out on me. I spent four days in the bathtub once before somebody called 9-1-1. That limitation and my back and head damage. I've been shot in the head twice.
No, other than my age. I can't drive at night any more.

One child has autism spectrum disorder and it makes it difficult for him to participate. The Y worked very hard for him to be included, but it was difficult there. I think more attention should be paid to children with special needs.
Our youngest adult son still lives in the county and is profoundly retarded. He's 35 and loves being in the pool, but it take special faculties to accommodate him.
Time constraint because of working.
Visual impairment.
Yes, physical because I'm 70 years old with arthritis. I would like a spa.

Q_EDUC: What is the highest level of education you completed?

Educated in UK.
I am a senior in high school.
Two and a half years of college, not in this country, no degree.

Q_ENHNCE: How important would each of these possible enhancements to RCC's facilities be for you and your family?

A beautiful Y here.
Assuming this would include seniors and other adults in the water therapy in warmer temperatures and are not just saying it is for young children.
Cover the existing pool at Lake Newport.
Dependent on location.
Depending on its location in Reston.
Enough pools in Reston.
Extra important since getting older and warm water is hugely therapeutic. Would make the difference between wanting to use the facility and just being happy others are going.
Feels this category is lumped. Approve for lessons.
General purpose gym not as important as indoor squash courts, tennis courts, racquetball. The things that are very attractive to the community but are not good investment for commercial locations in terms of price.
Handicapped parking.
Higher water temperatures for seniors too.
I get that elsewhere.
I would say very for a basketball court. Get the kids off the street, focus on the youth, volleyball. There are no sports teams in the Junior High. A supervised gym would help family life, kids. Again open this up for kids who are in danger of straying.
If it has exercise equipment.
If that means Jacuzzi that would be very important, if not it would be not important.
I'm opposed because the location was a problem to the homeowners where it was to be put. Outside of Reston, in Fairfax, would be better. Unless it has unqualified supported of those on whom the facility would have the greatest impact. Reston was supposed to be a place where you didn't have to get into a car to do things, so location is so important.
It depends on how they would cover it. Would they build a new one?
It depends on where it's located. I'm opposed to Reston Community Center's using that location near Brown's Chapel.
Need space for classrooms and lectures and audio-visual programs.
Not so big. Too expensive to construct and maintain. Lessons for kids could be done in the family recreation, all-purpose pool.
On all of these: might be OK if paid by user fees.

Somewhat important if it has handicapped accessibility for elderly and disabled, with a ramp into the water. Very important since the only other one I know of is maybe 12 or 15 miles away, and for the elderly or arthritic exercise classes. Handball and racquetball courts especially low-impact, low-intensity, even optional-seated-chair exercise classes for limited ability older folk.
Swimming pool fix.
That would be nice for senior citizens too.
These should be funded commercially, not be a community or county tax funded facility, referring to all these possibilities.
They already have an Olympic pool, what they need is a kids' pool.
They have gyms people can join to do this.
Use what you've got, maximize that and then talk about expanding. Lots of rooms not being used. Cardio: liability issues too dangerous.
Very, very, very.
We actually don't have enough qualified instructors for these type of things.
We have plenty of indoor facilities for exercise and recreation outside of the Reston Community Center.
When I was younger I would have thought it important. Pools should have variable uses.
Without a trainer you can get injuries. Would there be a trainer?
Would the community teams practice there?

Q_FUTRTAX3: The RCC Board is committed to keeping the tax rate as it is and not raising it. IF more tax money was available in the future, which of the following statements comes closest to your view?

As program increase, they should have a better solution for the tax rates because they are not able to sustain like that.
At this time, people want to reduce their taxes.
Because of the high tax rate I would like to get rid of the Reston Community Center. I do not use the facility. There is no choice as to whether one wishes to participate or not participate. The tax is assessed on all residents without a choice.
Because tax base increases. That should generate more revenue because taxes should be lowered because more people will be contributing. The facilities should be increased also.
Because the population of Reston is aging and not moving out of the area, so the amount of users will go up.
Believes it should be funded by Fairfax county
Build a park ramp so the handicapped could get in.
By that I mean, offer more yoga classes since there is more demand and the instructors would welcome the work, so offer more of what is in demand.
Change some of the programs and keep tax rate the same.
Could do more with less.
Decrease the residential tax rate.
Decrease the tax rate; don't use the programs so I cannot say.
Do not decrease the services and increase the tax rates because salaries, utilities, and inflation goes up.
Do we get some piece of Fairfax Co. taxes? It is not clear if the Reston Community Center is going to request more tax money from the county. The question is not clear and confusing. It is a fundamental problem for support of RCC. Nobody understands if it is a homeowner association issue, a county issue or a combination of county and homeowner association issue.
Do what makes sense. If you need to increase taxes that would be fine.

Do whatever it takes. I think most people would be willing to pay more taxes for Reston Community Center. It's the heartbeat of the community. My son doesn't go to preschool. He goes to RCC and loves it. It's kind of spoiled me for living anywhere else.
Don't see how the population will grow since there's no place to develop anymore.
Eliminate special tax district 5 entirely. Let the county pay for it.
Evaluate the programs, keep only the most popular ones, and increase the user fees.
Everywhere else in the county has county-run pools and community centers. We're the only ones stuck with this taxed facility, and Reston Community Center will rent out its facility to people who don't even live in Reston, and we're stuck paying for it.
Expand the district that is being taxed because people are using the Reston Community Center who do not pay the RCC tax. In that way taxes would not have to be raised and it would be fairer.
Feel taxes should be increased with services.
Get tax rate to zero.
I believe the Reston Community Center should increase programs and increase the tax rate.
I believe the Reston Community Center should study the needs for the program before deciding to increase or decrease the programs and the tax should not increase.
I do not believe the residents should be taxed differently than other communities and residents in Fairfax County. I do not like paying for facilities me and my family do not use.
I do not want taxes raised. Not sure as to programs.
I do not want the tax rate to go up, so whichever choice that is.
I don't want a 165 million dollar tennis club.
I have been in programs and seen empty rooms. Why are these rooms vacant? Why can't they have more programs during the day? Why are there wait lists if there are these rooms available? Programs should be increased, especially for people who live here, not just work here.
I would like to see the special tax that is put on residents eliminated. I also hope the users fees would not be raised. The present programs are adequate in my opinion.
I would not mind them if they raised the tax rate, just so long as it goes to programs.
I would rather the taxes be spread about in the county rather than the community.
I would try to keep the tax rate the same but can't comment intelligently on the programs because I don't know how many people are using the programs.
I'd like to see the increase they would receive go to lowering the cost of individual programs and classes.
If the capacity of participants in programs could increase and everyone could take advantage of the programs that would be great.
If the demand is there for more programs, people need to be prepared to pay for it.
If the population increases that much I would increase programs people are interested in and only in that instance raise taxes.
If the tax rate needs increasing to give people what they want we should increase taxes.
If you can do it without burdening the area with heavy bond issues or something.
Improve programs. Bring in higher profile names for events, more interesting trips, much larger indoor pool and keep tax rate the same.
Increase activities and increase tax rate.
Increase both programs and tax rate.
Increase both taxes and programs.
Increase both the programs and the tax rate.
Increase primarily cultural programs, but not athletic programs.
Increase program a little.
Increase programs according to demand and put decision on taxes to a vote of all residents.
Increase programs and fund it however is needed.

Increase programs and if necessary increase tax rate.
Increase programs and increase tax rate a little as to include all income levels.
Increase programs and increase tax rate, if necessary, to meet demand.
Increase programs and increase tax rate.
Increase programs and increase tax rate.
Increase programs and increase tax rate.
Increase programs and increase the tax rate.
Increase programs and raise taxes.
Increase programs and tax rate if necessary
Increase programs and tax rate if the economy improves.
Increase programs in the summer when they are used most and decrease them in the winter. Keep tax rate the same.
Increase programs pertaining to the arts and cultural or performing arts agenda.
Increase services and increase tax.
Increase services and raise taxes.
Increase tax rate and increase programs.
Increase tax rates if necessary, and increase programs.
Increase the programs and increase the tax rate if community feelings will permit. I own more than one property and pay over \$500 for each property annually and yet on top of all that I still have to pay a fee to use the pool at the Reston Community Center. I am disappointed this is true. An additional user fee is abusive.
Increase the programs and increase the tax rate.
Increase the programs and increase the tax rate.
Increase the programs and increase the tax rate.
Increase the programs and increase the tax rate. In the democratic society in which we live, taxes provide services for all citizens, and as a person who is not wealthy but is comfortable, I am a proponent of increased taxes for services, both locally and nationally.
Increase the programs and the tax rate.
Increase the programs, offer academic classes or lectures, and increase the tax rate a little.
Increase the tax rate and increase the programs.
Increase the tax rate minimally to put away a surplus for when times aren't flush. Build a reserve.
Increasing and broadening the programs particularly for children, like young people being able to learn computers. Practical training in things for the 21st century. Writing classes and senior classes fill up fast. So not just increase programs but find more teachers. Expansions of fine arts, too.
It depends but they should not decrease the tax rate.
It depends on what you're doing to spend it on. Decrease programs and taxes if it means sacrificing wetland areas.
Keep programs and taxes the same and lower user fees, this sometimes prohibits me from signing up for classes.
Keep programs the same and increase availability.
Keep programs the same but spend more money to hire more qualified instructors.
Keep tax rate the same and wait until things turn around economically before initiating new projects, to make sure the money is available.
Keep taxes the same, adjust programs according to budget on a sliding scale.
Keep the programs going but the Reston Community Center Board should not go overboard, but raise the taxes if needed.
Keep the taxes and change the programs because they have issues with actually trying to take classes.

Land use is already overcrowded. Budget more money to land use. Too many basketball and swim teams, etc.
Leave it alone; leave the tax rate and programs alone. Not willing to pay more taxes for it because I don't use them.
Look at what part of the community's needs they answer or is it time to reassess our mission, with the new metro? Should they make two centers, on both sides of the metro, or move? Look at what's happening. Assess their role and what they are providing versus Reston Association and then act accordingly.
Maintain and add to programs and increase funding or taxes.
Need to build another major facility in the north side of Reston perhaps as it applies to other entities.
Not as much a problem of programs as facility space. It is not big enough. I support raising taxes to increase Reston Community Center capacity-wise.
Partner with other organizations so they can expand program options and if really serious about increasing aquatic programs, acquire new sights. Need another pool and more staff for pools.
Possibly create another facility with the increased revenue.
Put the increased revenue towards the Reston Association which often does the same thing as the Reston Community Center and Lake Anne.
Respondent was concerned that she pays taxes for center and class sizes are limited and some spaces taken by non-residents.
Reston Community Center should put some money away for a rainy day and increase programs to meet demand while being fiscally responsible.
Save money for when your budget gets tight so you don't have to raise taxes later.
Should be driven by demand and not money.
Should be funded entirely from user fees, no tax rate for it.
Stop funding them with taxes.
Suggest adding more programs and increasing the tax rate.
The increase in numbers of people potentially using Reston Community Center facilities means the facility would have to be co-located with the metro, the tax rate should remain the same. The businesses are underserved by RCC so therefore if they are co-located with the metro they would benefit more.
The number one value of Reston is because of its open space and its parks. I'm against the building of things in a residential area.
The residential assessments go up even if tax rate doesn't. I am absolutely opposed to any tax increase at all. I personally would distinguish between commercial and residential. If they want to raise the commercial tax rate that's fine, but lower the residential tax rate. Adjust specific programs to demand.
The Reston Community Center should be open and not take the holidays. Convenience of the public not the employees should be a priority.
The Reston Community Center should use user fees and take the tax rate out.
There has to be a referendum by law if they are going to raise taxes to increase programs and build new buildings.
Think they should increase programs but believes taxes will always go up.
This is a silly question. It doesn't matter what people want, it matters what money you have and what things cost. People are ignorant and will choose more stuff for less money.
This is only the area that pays tax like everybody else but only some access the places. So the tax should not be there at all. It should be paid only by those who use it.

This survey seems to direct the answers of the respondents through the wording and premises of the questions, which are not quite factual. They invite one answer over the other; they invite a favored answer over the other, favored by the Reston Community Center organization.
Wait and see what the demand is for a greater variety of programs because that is several years away. Keeping an eye on it because my property values should be going up.
We do not need anymore development. There are empty buildings here.
Willing to pay more taxes.
Would increase programs and increase tax rate.
Would increase the programs and increase the taxes.

Q_HOWHEAR: How did you hear about these meetings?

A brochure they sent around.
A flyer or program guide in the mail.
A local community newspaper through the mail.
A mailing.
A note in my mail box.
At the Reston Community Center.
Attended a play at the Reston Community Center, and there were people outside who opposed further development of Browns Chapel. Learned of the meeting there.
Bail.
Billboards.
Both at Farmers Market and signs at Brown's Chapel.
Brochures through the mail.
Browns Chapel, meetings.
Bulletin board information at Hunter's Woods; HOA mailings.
Bulletin board at the community center and letters in the mail as well, I think.
Bulletin board at the RCC physical location.
By mail.
Chairman of Reston Community Center Board.
Community knowledge.
Councilmen for the district sent out a newsletter, <i>[Name deleted]</i> Newsletter.
Custer boards.
Email from group opposing development.
Email from the Reston Association.
Emails.
Flyer and newsletter.
Flyer at shopping center.
Flyer left on my door.
Flyer.
Flyer.
Flyers and local newspapers.
Flyers and mailing.
Flyers and yard signs.
Flyers around condo association.
Flyers at community center at Hunterswood.
Flyers in mail and Reston little league.
Flyers in the mail.
Flyers.
Flyers.
Flyers.

Mail.
Mailed flyer.
Mailers.
Mailing.
Mailing.
Mailing.
Mailing.
Mailings.
Mailings.
Mailings.
Mailings.
Mail outs from the Reston Community Center.
Maybe a mailing.
Member of Reston Master swim team.
My daughter was co-chairman of the Stop Brown's Chapel.
My local neighborhood association, word of mouth.
My son, who is on the Board.
My wife heard it.
Neighborhood fitness center.
Neighbors.
Neighbors.
Newsletter of some sort.
Newsletter.
Newsletter.
Newsletter.
Notices in the mail.
Pamphlets sent to residents.
People active in the Reston Community Center.
Periodical magazine and flyer and local mailings.
Placards and signs.
Political newsletter of <i>[name deleted]</i> .
Post card from Reston Community Center.
Postal mail to the house.
Postal mailings.
Postcard in mail and posting at Reston Community Center.
Postcard received in the mail.
Postcard.
Postcard.
Posted near the trail at Brown's Chapel. Signage.
Posted signs and mail.
Posted signs.
Posters and sandwich boards.
Postings around the area.
Reading thru program guides.

Regular mail.
Regular mail.
Reston Community Center flyer or letter.
Reston Community Center flyers by postal mail and posted at RCC and throughout Reston.
Reston Community Center mailing.
Reston Community Center mailing.
Reston Community Center mailings and posters in stores.
Reston Community Center Newsletter.
Reston Community Center sent letters or notes by postal mail.
Reston Community Center.
Reston newsletter.
Restonian blog.
Restonian.org.
Saw signs and her cluster neighborhood association newsletter.
Saw signs up while riding bike to work.
Sign around the town.
Sign posted.
Signage in front of residential homes opposing new Reston Community Center facility and requesting meeting attendance.
Signs along walking paths.
Signs around the community.
Signs around town.
Signs on street corners.
Signs on the roads.
Signs posted at the local shopping center.
Signs posted in neighborhoods.
Signs posted in Reston.
Signs posted.
Signs posted. Someplace else but not sure where.
Signs, handbills.
Snail mail notice.
Social gathering.
Something in mail.
Something in the mail.
Something in the mail.
Special interest group flyers.
Surveys' letter.
Telephone call from Reston Community Center.
Tennis group.
The Hunter Mill district newsletter.
The Reston Community Center magazine or event catalog.
Things handed out on the doors, mailings, newspapers.
Thinks she received mailing; also saw information in the site.
Through flyers.
Through the HOA on the cluster board of which I'm a member.
Through the mail.
Through the mail.
Through the 'Save Brown's Chapel' group.
Training staff at a private business.
TV and also signs.
US mail.
US Mail.
US Mail.
Walking by one of my favorite parks and saw a sign saying that it would be demolished.

Word of mouth, neighbor conversations.
Word of mouth.
Word-of-mouth. Local talk.
Works for Fairfax county government and heard at work.

Q_IMPQOL: How important would you say that the RCC is to the overall quality of life in Reston?

For the elderly, it is very important.
I think it has a confused identity. There are events that are sponsored by the county and some sponsored by the Reston Community Center. They are not necessarily complimentary. There is a catalogue of events sponsored by the county and one for the RCC. The RCC is not as well tailored to the Reston community as it could be.
No programs for handicapped people.
I see a lot of seniors there.

Q_INCENT:

I don't know. My husband knows. We are low income housing.
I was just laid off in October.
I would not have know about it if I had not received the mail. But it did not influence me.
It was the only way I would know about how to express my desire to address the cleanliness issue. I wanted them to know they needed to do better with maintenance and this was the way I could do that.
Just said yes.
Language difficulty. I could not be sure of his reply.
No, happy to participate.
No. Influenced by newspaper, brochures and other articles I've read from all sources. Reston is well covered with information especially by mail.
Not influenced. But first said Well how could I have responded to the survey had I not heard from you? The letter was not pushy. I did not get a financial incentive. We discussed and he thought it was a really poor question.
Respondent ended interview.
She just said yes. Did not elaborate letter or money.
They have a lot of meetings I cannot attend, so spending 10 minutes on the phone is preferable.
Yes I think it was because my husband returned the card. He said 'I filled it out, they're going to be calling.
Yes was all she said.

Q_INFO2: How would you prefer to receive information about meetings and issues regarding RCC's plans for the future?

A direct mailing for meetings, not the brochures.
A letter in the mail.
A Reston Community Center newsletter.
A separate mailer - not included in program guide.
A separate mailing would be my preference. Gets to my attention best.
Ads on local TV, text messaging.

All of the above.
Any other postal mailings.
Anything thru the mail.
As long as it's in advance.
By mail from Reston Community Center.
By mail. (4)
By US mail like the letter you sent me.
By US mail.
Call list.
Card or special notice sent via regular mail.
Choose a particular color that identifies the Reston Community Center so would know it is RCC. Something that identifies the RCC sending information.
Cluster government.
Community meetings.
Definitely not email.
Direct mail with announcements.
Direct mail, postal mail, and poster signs.
Direct mail.
Direct phone contact.
Direct, postal mail.
Facebook group or fan page or social media website.
Flyer in the mail.
Flyers through mail.
General mail.
I don't get a newspaper.
I really don't care.
I would prefer a customized email based on Reston Community Center's knowledge of my family based on the age brackets for me and my husband and child so that I would only receive information pertinent to my family demographics. As a working professional, I only have about 5 minutes to focus.
If it's urgent, then an e-mail, if not, center stage.
If the website worked better, I'd prefer it.
Important issues might be included in a mailing-such as the indoor recreation center.
In the mail.
Include it in the Reston Association mailers.
Just something in the mail.
Letter by mail.
Letter mailed to house.
Letter.
Local living section of Washington Post on Thursdays.
Local newspapers don't get to people who are housebound.
Local television as well.
Local television.
Mail from Reston Community Center.
Mail, newsletter.
Mail, Restonian Blog
Mail. (59)
Mailer.
Mailers cost too much money.
Mailers in general.
Mailing from RCC.
Mailing postcards.
Mailing. (35)
Mailing.

Mailings, bulletin board postings.
Mailings.
Mailings.
Newsletter.
Newsletter.
Newsletter.
Newsletter.
Notices in the center.
Online blogs.
Online news.
Other postal mailings, individual heads-ups about meetings.
Paper mail.
Phone from Reston Community Center staff.
Post card.
Postal mail from RCC.
Postal mail, other Reston Association or community website, if available.
Postal mail. (32)
Postal mailings, posting signs at Reston town center.
Postal mailings.
Postal mailings.
Postal mailings.
Postcards.
Prefer regular mail.
Printed material through the mail.
Program flyers thru the mail.
Publication that is sent out annually from Reston Community Center but was not sure name.
Quarterly book on different programs.
Radio.
Regular mail (20)
Regular mail and pamphlets that are placed at the library and / or YMCA.
Reston Board of Supervisors <i>[name deleted]</i> mailing list.
Reston Community Center newsletter.
Reston Community Center postcard.
Reston newsletter.
S newsletter issued at same time as the annual tax assessment.
Send letter or bulletin to taxpayer list.
Signs on the street.
Signs posted around Reston.
Social media.
Some sort of informative bulletin, published by the Reston Community Center.
Something in the mail.
Something in the mail.
Stuff from mail.
Telephone call. Leaving a message.
The least expensive way possible.
The mail.
The quarterly issue.
Think that we should save paper and just use online.
Through cluster news.
Through homeowners association. Reston Association and my cluster, my neighborhood association.
Through mail.(9)
To be called on the phone or to receive mail.
TV and other media.

TV channels.
US Email. (30)
US mail - make it short.
US mail and posted notices put up around the community.
US postal.
US. mail.
US. mail.
US. mail.
Whatever would be the least expensive.
Word of mouth.

Q_INTCOMM: Interviewer comments

Daughter works for Reston Community Center so she was familiar with the Center in a different way.
English is second language, a little long due to trouble understanding some questions, but generally good.
English is the respondent's second language, Chinese being first, but English is the main language spoken in household.
He did not mention letter or money specifically, just launched into the comment about wanting to have input but not being able to attend meetings he knows have been going on.
He did not want to answer much in the way of demographics. He was willing to tell me that he had no children.
He had some confusion between the Reston Community Association and Reston Community Center. Was aware of contention within the Reston Community Association.
He was very opinionated.
Her business is real estate.
I had to reread over material with Respondent quite a bit. Think the tax stuff still somewhat confused her but basically understood the rest of survey.
I questioned about the mail and his response was 'I did not know anything about the survey until I got the mail, so the letter did influence me.' He did not mention money.
Language barrier but all questions were answered.
Long survey partly because she was driving and the cell phone made it hard for her to hear the interviewer and vice versa.
May call the CSR for information on the cost of the Reston Community Center survey and how it was funded.
Regarding property tax section. Respondent was aware that some property tax money went to Reston Community Center, this was a vague awareness and was confused with flat fee for Reston association.
Respondent declined to provide street address but did offer post office box address. The post office box address turned out to be in Herndon, not Reston, but the respondent does live in Reston.
Respondent is a realtor who works out of her home in Reston as an independent contractor for a company in Fairfax, VA. This impacts her responses to job location and employees questions.
Respondent is single but refused to say whether never married or divorced.
Respondent noted that mailing influenced her participation because that is how we got her number.
Respondent originally indicated that French and English are both the primary languages spoken in his household. When I pressed him to choose, he chose English.
Respondent refused to answer any demographic or statistical questions at the end of the survey.
Respondent said main reason she did survey was because of letter she received telling her it was coming.
Respondent said she felt guilty accepting our money without responding. She felt she should either send the money back or send in the card.

Respondent said that he uses facilities provided at his job and that he works outside of Reston.
Respondent says she's the only person using her phone number and that she did not receive a letter.
Respondent spoke limited English but was able to understand and answer most of the questions.
Respondent suggested to include more race categories in the demographic section.
Respondent thinks having a program at the Reston Community Center that teaches immigrants English and getting acquainted to the English-speaking workspace would be a good idea to include in further plans.
Respondent was a former member of the Reston Board of Governors.
Respondent was laid off from work in October so income selected is from when she was still employed.
Respondent was very irate with the questions not pertaining to the Reston Community Center. Repeatedly stated that she doesn't want any future development for the RCC and to keep the spaces open.
Respondent works now but is retiring in approximately three weeks.
Respondent would like to know more about the rationale behind the survey, other than the officially stated purpose, and would like to see this detailed with the final survey results.
Respondent's household is planning to move away from Reston in approximately one year. Answers to questions regarding Reston Community Center's future pertain only to the time before their coming move.
She had many opinions and concerns about the confusion of which taxes supported the Reston Community Center.
She thought that since she had moved to Reston Town Center and was no longer part of Reston Association, she was not eligible to use Reston Community Center.
She was concerned that her answers wouldn't do any good if the RCC board never shared the results with the public. She was happy to get the CSR website address.
She was not familiar with the programs, and I am somewhat surprised that she agreed to do the interview.
She was very cautious and suspicious of the questions that were part of the survey.
She works at the Reston Community Center during the summers as a camp counselor.
She works full time plus owns her dog walking business.
The advance letter was very helpful, it let him know this was legit and otherwise he would not have done the survey.
Very pleased with the survey.
When asked if she considered herself to be Hispanic or Latino, Respondent said she is from South America and considers herself to be Black, Guyanese, and American. I entered 'no' to Hispanic / Latino and Black for race.
When I asked if our mailing influenced her, she simply said yes. Did not mention letter or money. Just a pleasant yes. I hesitated, but she did not elaborate.
With regard to Respondent's physical limitations, he also mentioned having served as a Marine and being on Medicare now.

Q_JOBLOC: Is your job located in Reston or elsewhere?

I work at home, but the company I work for is based in Fairfax.
Work from home but have an office in Arlington also.
Work out of the home.

Q_LANG2: What language is primarily spoken in your household?

Afrikaans.
Bengali.

Bengla.
Bulgarian.
Bulgarian.
Cambodian.
Elutelugu.
Farsi.
Farsi.
French, Italian, German, Romanche, the oldest Italian dialect in northern Italy.
Hindi and English.
Kannda.
Mandarin.
Portugese.
Romanian.
Swedish.
Telugu.

Q_MEETING: Have you attended a community meeting regarding future Reston indoor recreation needs during the past year?

Have kept informed thought the newspaper.
I haven't but I wanted to, but new father.
I thought it was irrelevant for me.
It was supposed to be a question and answer but it wasn't. They passed out paper at different tables and you couldn't sit with people you came with and asked you questions. Each person at the table gave an opinion and somewhere it was going to be tallied up. It just wasn't what I expected. A lot of people had a lot of questions they wanted to ask regarding indoor tennis courts for instance, and didn't get to ask them.
Not Respondent but her husband has.

Q_OTHENH: Are there any other enhancements to the facilities or any additional programs that you or members of your household would like RCC to offer?

A basketball court would be nice, indoors.
A better job on the Reston Community Center theater or entertainment. Programs are terrible. Could be much more family friendly than they are. Cannot take your kids to them.
A bigger pottery class and an updated facility for pottery.
A few years ago I took a genealogy course that they stopped offering. That would be nice.
A fitness gym should be created.
A gym.
A hot tub would be nice most important is the indoor pool.
A larger concert hall, which we desperately need.
A larger theater.
A major improvement on the Joanne Rose event room for art exhibitions. It is in need of a lot of attention. An artist's studio.
A more formal auditorium for musical events and concerts
A place indoors for children to play since we live in apartments, and not the best apartments. Neighbors complain. A place where children can play indoors in winter without us being concerned about health issues like catching colds.
A senior center.
A tennis facility.
A theatre or trips that they plan like the flower show.

Absolutely: enhanced theater and performing arts space.
Adaptive recreational activities.
Additional parking.
Additional theatre space. The theatre is very small and it is very competitive to use it.
Adequate indoor space for larger groups. If they build new stuff, places can be expanded or shut off where there is more variety of use. My discussion group couldn't use a room at Hunters Woods because it was too small.
Adequate parking.
Adult basketball program.
Adult volleyball
Advertising of what is available, more education programs for financial planning, civic minded programs.
After looking at the program, I think they cover everything I personally would be interested in. Food and healthy eating - to teach some of these people who are diabetic, have allergies, etc. There are a lot of depressed people - they need to talk to people - mental health issues. Some type of program for mental health issues. Anger management, domestic violence - classes to teach people to take medication.
After school or summer school programs. Sewing programs. Free music lessons for children especially. Something for the less fortunate or handicapped or minorities.
Again my husband would like senior basketball.
All of the Reston Community Center programs are minority-centered.
Although I don't have small children, possibly childcare, daycare or playgroups.
Always interested in cultural things like more theaters and things of that sort. Auditoriums and recital facilities. Arts are very much the main focus of our relationship with Reston Community Center.
An exercise room.
An indoor 500-meter pool. A diving well with a couple of different board heights. A spectator room for them to do area swim meets. tennis courts.
An indoor child play area would be nice.
An indoor playground.
An indoor tennis court.
Anything promoting physical fitness, adult education.
Aquatic therapy for seniors. Aquatic therapist in house on certain days of the week and at certain times.
Are these programs going to be free? If so, we will use them. My friends are taking classes and the price is suitable.
Art classes and lecture series.
Art classes.
Art programs, painting and music.
Art shows.
Arts, arts, arts, because that's what seems to be the first thing to go in school budget cuts. It would be nice to see Reston Community Center keep that arts fire going.
Arts. No places for others to perform except Black Box and we need performance space in the community. Very important to me.
At the present time no, but four years from now when I retire, probably.
Babysitting, not necessarily for my house but for others.
Ballroom dance classes.
Basketball court soccer league for adults, flag football for adults.
Basketball or volleyball or squash.
Better access to program.
Better and larger auditorium for local concerts.
Better pool and a gym.
Better times for their programs. Convenience is the issue.
Bicycle maintenance program.

Big and better theaters. More art and craft rooms.
Bigger theatres.
Build a newer facility with a better than location closer to Town Center than the older one behind the shopping mall.
Build two basketball courts with a divider in between. Volleyball on one side. You could have an adult league, you can't have that now, you have to rent a school gym. Attach to a bus line.
Change of a location.
Change the ceramic program facilities.
Child care while adults work out or for class time.
Child care while parents are doing a Pilates class. CPR for infants and children, teaching how to perform CPR on kids.
Children's athletics, gymnastics and dance classes.
Children's language classes. Herndon offers gymnastics classes and we go there. Indoor tennis would be used by our family.
Classes for older populations.
Classes for people who need educational encouragement.
Classes in nutrition and wellness, maybe public health awareness for the community. Say, like smoking cessation or stress management or maybe sleep management, regular physical checkups, teaching sex education for the high school children. Health workshops in health and fitness and nutrition.
Classes on nutrition, dietician classes and exercise for seniors.
Computer (IT) classes.
Computer lab, career training, cooking classes.
Computer programs in community center.
Computer rooms for the children. Childcare so that the parents can use the programs, more programs tailored for families that are not single and not over 65 years old. Could there be a choice made by the residents for what programs should happen in the future such as having a suggestion list early on? And having educational classes such as math and reading.
Computer training.
Consider a family dressing room at the pool. I think if your kids are over 5, they have to use a gender appropriate dressing area. It is much more convenient and safe to have a family changing room.
Cooking classes and sewing classes.
Cooking classes for variety of ethnic foods and art classes.
Counseling - financial, health, etc.
Covered tennis courts and other indoor racket sports like squash, racquetball, etc.
Covered tennis courts. A 50 meter pool.
Cultural space. For example, increased space for performances like concerts, etc.
Curling club. A second indoor ice skating facility so that there's enough space for hockey and ice skating as well as a curling club.
Cycling classes. Classes for triathlons-running, swimming and biking.
Dance studio.
Different language programs.
Do wish that a lot of classes offered now in south Reston where offered in north Reston because it would be more convenient.
Dog training or something with pets.
Don't know because we aren't allowed to use them even though we pay taxes for them and we're charged a large user fee.
Educational and well-being opportunities for seniors. Art technology education, music education for children - preschool through grade 6. I am concerned about the growth of the community and the fact that we have members without resources to access the programs and in particular we have an aging population.
Enclosed tennis court.
Enhance the wood shop.

Enlarge and enhance theatrical programs, painting studios for artists and ceramics, etc. Possibly lecture series. Bigger auditorium for that sort of stuff. Challenge mental abilities for people. Keep them sharp. Informational classes.
Enlarge the Centerstage theater or have more seating somehow available.
Environmental awareness resource center and classes.
Ethnic.
Exercise and gym type facility nearby to North Point.
Expand the cooking classes.
Expand the Washington and Old Dominion Bike Trails.
Expand theatre, dance and art program. Add Center Stage behind-the-scenes classes or workshops for the shows that are touring. Educational workshops. One-time workshops, not classes, for elementary children. More play space for kids that is monitored by staff. Open gyms for various ages. Parent-child workshops not only for pre-school. Center Stage earlier shows that are especially family appropriate. Bring back Imago Theatre Frogz. Snack areas; music jam sessions. Kids building with Legos.
Expanded classes for other languages outside of Spanish.
Expanded days of operation for the woodworking shop would be grand. I would like to see wood workshop classes offered. Drop-in is only on Tuesdays and Saturdays. I work two jobs and it is impossible to enjoy the wood workshop facilities which I think are super.
Expanded young actors' theatre and additional performing arts programs. Everything pertaining to theatre and performing arts. Art classes or programs similar to The Art League sponsored by The Torpedo Factory in Alexandria, VA
Expansion of arts facilities and programs.
Expansion of dance and gymnastics programs.
Family recreational needs but with an attitude toward table tennis. I'd start with that. And maybe indoor dance space for groups, not just like the high school prom, so the community can get together for dancing. Unless you're at a wedding so something, you don't get dancing. I'm 63 and a half, and [name deleted], my daughter with Down's syndrome, could really use the socialization process. Something other than a Special Olympics. A community special needs gathering place for special needs, with table tennis. The only one I know is Falls Church.
First class yoga program like Silver Spring YMCA.
Fitness room where they have machines for people to use such as treadmill, ellipsis, weight pulley equipment. Also indoor track to run.
Food and nutrition.
GED classes. I am a housewife with higher education in my country, but I have a language speaking problem here in my community. There is a speaking problem in education and at the hospital. I have higher education in my country. I need GED classes here. My first language is Urdu.
General exercise equipment, like treadmills, weights, stair climber.
Generally, educational programs in music for children and adults and seniors. Also cultural and political programs.
Gourmet cooking lessons, book clubs, more art classes.
Handicapped parking and more parking.
Have more programs for teens and different activities that are tailored to them.
Have separate pools for female and males.
Having more fields available for baseball and softball. Also, the fields already in use could use more lights.
Higher quality of what they are doing rather than expanding programs. Higher profile names for events, larger swimming pool, more interesting classes.
Hire [name deleted] for art classes. Now I have to go to the Herndon Community Center for her classes.
Historically, the things most valuable to us have been kid or family related, especially summer camp and afterschool programs. Anything to help working parents.
I did not hear anything about it. The Reston Community Center has a woodworking shop and I think that that sort of thing is an important part of the community. I think they should have more of

that. For example a place to work on cars. Shops. They just do not publicize the woodworking program enough. They are not competing with private facilities for things like that. You can get yoga all over the place. Ceramics also. Just more shops of different kinds generally and studios.
I don't know why the Reston Community Center has a pool and jacuzzi and locker rooms and no sauna. The Herndon Center has one for men and one for women, while RCC has none.
I don't think so other than expansion of some things and keeping of others.
I had read they were considering indoor tennis courts. I think that would be very important to us. And another 25 meter pool.
I like the theatre class, ceramics.
I like the woodshop. Cardio with some guidance from medically-trained people. Might want to hook-up with Fairfax Hospital on that.
I miss the indoor tennis courts that were taken over by the ice rink. We need indoor tennis courts. An indoor track for walking, running would be nice.
I think they need to really beef up the arts department and facilities. They should take the Lake Anne facility and make that a physical fitness center and then buy, not build but buy, existing space in a business building for a visual arts center. We should buy the space, not rent or build it. It should have a dedicated art gallery, not to be used as a rental space. No birthday parties, etc.
I want a self-defense class for teen girls. Like an 8-week class. Just basic. That's the kind of thing a community center should have. I think their aquatic programs have always been top notch. They need to staff the pool to keep it open early morning and all day. In the summer their swim classes are free. That is important to keep it that way. Lifeguarding classes are also free and that is important - translates to jobs for teens. Need an expanded arts program - for teens mostly.
I will not use the Reston Community Center pools or the new facility pool if they contain. There are now saline option pools.
I wish they had ground tennis.
I would like the county to offer them instead.
I would like the Reston Community Center to organize a community band for individuals who are not professional, for those who would be a part just for personal enjoyment.
I would like there to be a facility that could be rented that is private and would be able to support itself financially. The area that is rentable is open to the public.
I would like to see more yoga programs at night or on weekends. Some kids' classes could be offered on Saturday for working parents. Music, or gymnastics. Folks go to Herndon for that.
I would love to see a continuation and expansion of their programs for very young children, toddler and pre-school demographic. Increase enrollment number and offer more programs more frequently.
I would say indoor tennis or some sort of indoor or covered tennis facility.
I would very much like them to offer more adult exercise classes because they fill up so quickly that ordinary people, the people who aren't there on the very first day, can't get in.
Ice skating and skating rink.
I'd like to see more family programs, things we can do together. For example, Herndon Community Center offers a fishing derby and a big Easter egg hunt, and Reston does that too, but I'm not sure its thru Reston Community Center.
I'd like to see programs for seniors for geriatrics. Possibly outreach programs.
I'd like to see them offer and support martial arts better. I am disappointed in their indoor swimming facilities.
If I did see something of interest in the flyer, times were not available for me to go. I could not arrange my schedule to take advantage of the class.
If they are going to build another facility, a quarter-mile indoor running track.
If they decide to expand the theater aspects, they need to expand the facility for that.
I'm more in favor of outdoor activities like ball fields, trails, and parkland. The Reston Community Center should enter into providing such.
In general the impervious spacious that are massive amounts of run-off from rain storms is really damaging the stream bed to the Potomac rivers. There should be no net increase in the amount of concretes and ground coverings in Reston.
In the summer there should be more programs catered to the kids since they are home at time

and more vocational training, especially for people of all economic backgrounds.
Increase the size of the theater.
Increased space in the woodshop.
Indoor basketball court.
Indoor fitness facility.
Indoor game room.
Indoor golf practice facilities and public car washes.
Indoor racquet ball court. Basket ball court. Indoor volleyball court.
Indoor racquet sports facilities.
Indoor running track.
Indoor running track.
Indoor soccer facility. More soccer fields.
Indoor squash.
Indoor tennis and racquetball.
Indoor tennis bubble, one has to go to Herndon.
Indoor tennis court would be a good thing.
Indoor tennis court. (30)
Indoor tennis courts, more space for theater.
Indoor tennis courts. Very important.
Indoor tennis facility and indoor basketball courts would be desirable.
Indoor tennis would be desired.
Indoor tennis and expanding the programs into new sports areas as oppose to increasing the programs they have now.
Indoor track.
Indoor track.
It would be great if they had indoor basket ball courts, tennis courts, and volleyball courts. Winter sports activities facilities that provided a reasonably priced alternative to private facilities.
It would be nice if there were programs targeted to people with special needs, including adults or children. Twenty percent of our population has some kind of disability or special need. Not everybody can jazzercise. Have a 22 year-old daughter who has technically graduated from HS but is about at six-year old development age. They 'graduate to the couch' when they age out and it would be good to have a place to socialize and serve their developmental needs.
It would be nice of they had music classes/workshops and not just concerts.
It would be nice to have some kind of social gathering or venue. The problem is getting people to come. Well, like, a cocktail party. Getting to know the other nice people in Reston. Expanding if from the clusters of whom you might meet at the pool.
Joined health club at one point because Reston Community Center hours weren't enough. Not a member now.
Just a gym and more art classes.
Just a gym.
Just like a health and fitness center. It would be like the commercial places where you go to be in completion with those places.
Just more camps.
Kabala.
Karate or Tai Kwan Do.
Keep and enhance the center stage programs.
Keep the wood hobby shop. Need more of a dedicated space for the theater, additional space to support the theater; a true green room.
Larger arts center.
Larger auditorium, better acoustics.
Larger class sizes.
Lectures on different topics, academic classes like political events, history, current events and itinerant lecturers.
Like a Gymboree or JW Tumbles, like in Herndon or Little Gym.

Like the wide variety that are presently offered. Don't need a lot else.
Martial arts.
Maybe an auto repairs class.
Maybe cooking classes.
Maybe enhanced woodworking facility.
Maybe more concerts and such for trips which don't involve as much walking since seniors might have difficulty walking.
Maybe more language classes and computer classes.
Maybe summer day camps for children.
Meditation classes for seniors during day, now have between 5-6, also current class you kneel on mat, my age I would have trouble getting up.
Mentoring programs between generations. Older helping and teaching younger, etc.
More acting programs and more art programs. Classes. Performances would be great also.
More activates for adults like bird watching.
More aquatic classes available to different age groups at all times of the year.
More art classes
More art classes for adults. They are hard to get into.
More art programs.
More arts and cooking classes and open studio time for pottery.
More arts and crafts.
More arts classes for children.
More arts classes. More media use and media teachers.
More arts programs, particularly for seniors.
More arts, music and theater, activities, but they do a pretty good job. Would like more variety.
More basketball and soccer facilities.
More children's programs for toddlers that are structured weekly, because daily is too strenuous.
More team sporting activities for toddlers like soccer, etc. More group activities for toddlers.
More classes in language and art.
More classes.
more computer classes
More cooking class and adult class; not for seniors.
More craft-type classes.
More cultural ones to take a bus into DC and see stuff there.
More cultural stuff, like the community players, cultural and fine arts. I know they do some of that stuff, but it's not really represented in this survey.
More dance classes from seniors besides ballroom, maybe Latin. Would like to see more classes in general, possibly personal growth classes.
More dance classes.
More dance. Modern dance and ballet.
More diversity in computer training.
More drop-in classes and reasonable prices. Check Herndon out to see what type of programs are offered to the residents.
More educational classes.
More English lessons for Latino residents. I'm sure they probably have some, but whatever programs they have, I'd suggest that they expand them. They need to work at more outreach to the Latino community.
More enhanced woodshop and craft activities.
More facilities for teaching art, photography and woodworking.
More field trips. Just opportunities especially for disadvantaged children and people to get out and see possibilities.
More for middle school aged teens.
More free activities.
More frequent movie showings for retirees.
More gallery space for art shows and another feeder for the performance other than Hunters

Woods.
More hands-on crafts like crocheting, knitting, scrapbooking. Classes with formal instruction.
More health and fitness for kids from age 8 to 12. All the health and fitness is for teenagers, and I would like them to do it for 7 or 8 to 10 or 12. The only thing for that age is the yoga class, pilates for kids or something.
More indoor programs to learn games like chess and also computer skills
More indoor sports such as volleyball, racquetball, and basketball.
More language classes and more availability in North Reston.
More language classes at Lake Anne Community Center. More programs at Lake Anne other than potter and art. I live right next to Lake Anne and don't drive.
More local bus trips to local sites, DC and the surrounding community. More overnight, two-day trips. Also they need to advertise better. Some of their activities that interest us get canceled because of lack of participation. Sending out a bulletin four times a year just doesn't cut it. Third, when they organize a class and the teacher can't come, they need to find a back-up. It can't be too difficult to find a substitute for a simple exercise class. If they have a snow day cancelation, Reston Community Center should take responsibility to inform members.
More movies like good foreign movies.
More music classes. Like instruction.
More nutritional classes.
More of the arts and cultural programs.
More of the arts for children.
More open time in the pools during the summer time.
More outdoor activities to allow people to be outside instead of always indoors.
More outdoor facilities like jogging paths, parks, etc.
More parking
More programs for children, skateboarding, supervised activity.
More programs for children.
More programs for elementary age students.
More programs for senior citizens like wellness, etc.. The whole gambit for seniors. Career education, senior drop-in center and get them involved in community.
More programs for seniors including arts and bridge.
More programs for the teen-agers and more programs for seniors, particularly women.
More space for meetings.
More swimming classes. They're usually full, and you would like to see more offerings. It would be nice to see more dance or ballet teachers available for children. It would be nice to offer piano teaching.
More team programs.
More tennis courts.
More that could be done with music and theater programming.
More theater and music.
More trips. They have trips that they offer, but only one or two a year. Little one day or two trips, not longer. I'd like them to offer more than one or two trips per year. I'm talking about more than just a local trip. They've gone to NY city. A travel club type thing. I'd like weekend trips or short getaways.
More variety of hours in the evening, after 5 pm.
More weekend courses. Can't make the classes because I work.
Music classes and foreign language classes, especially Greek and Latin.
My wife would like more programs or activities for toddlers. It seems like most of the programs for toddlers are during the day. It would be nice to include time in the evening for working mothers and father to be involved with toddlers.
Need a different facility to use for dancing.
Need more fine arts including singing and music. Computer classes with more detailed introductions for seniors. More photography classes; not just for young people, and not just digital.
Nice meeting spaces. The Reston Community Center in Hunters Wood is pretty well used by the

community for weddings, meetings, etc. I would like a space to hold a community meeting, accommodating 20-25 people with a projector and a place to make coffee for instance, which could not be too costly and could be used by local volunteer groups or church groups as well as Reston Association and Reston Community Center members and functions.
Nighttime yoga classes. More evening classes in general. Cooking classes taught by one instructor while audience watches.
No access for disabled citizens at front of Hunters Woods building.
No, but if they are going to enhance the old facilities, then the rooms should be soundproofed because of classes with music like Zumba.
No, they're fine with what they offer as long as the offer it to Reston residents first.
No. They have pretty cheap exercise classes for seniors.
Not really, they have all we need.
Nothing right now.
Offer classes in other places.
Offer so much now that I can not even take advantage of it all.
Offer something for middle school kids due to pending budget cuts at county schools.
Offer tennis, basketball and baseball. More sports for kids in general.
Offering more arts and entertainment, including more space for this.
One-to-one trainer.
Outdoor and indoor dog park.
Outreach to needy communities in town. Target in-need families, particularly children. Reston Community Center does not need to become a second YMCA. If demand is a problem, build another facility in another part of town to redistribute services.
Paintball course.
Parking.
People would be interested in exercise equipment. The building I work in leaks a lot because of Lake Anne. For the teams, basketball, gymnasium, maybe racquetball.
Photography classes.
Ping pong, badminton, basketball courts.
Pottery, photography, ceramics. Art related equal to the physical activity. Also, music.
Programs about care for outdoor plants and gardening on a basic level.
Programs for children.
Programs offered by the Reston Community Center that are competitive with YMCA-offered programs.
Provide indoor facilities for racquetball and volleyball.
Public art exhibition space.
Racquetball courts and tai-chi classes.
Racquetball courts, large gym, exercise rooms and indoor tennis court.
Racquetball courts.
Racquetball courts.
Racquetball courts.
Racquetball courts.
Racquetball, tennis courts.
Racquetball.
Racquetball.
Recently in our Reston Association community cluster, four cars have been stolen. I don't know if there are any programs having to do with safety classes at Reston Community Center and information or presentations from local police or authorities at RCC to let us know what we can do besides Neighborhood Watch. That would be, for me, important, more than just recreation. Recreation is an additional dimension to my life, but safety is basic.
Reston Community Center does provide some space for classes and lectures, but we need more.
Reston Community Center is lacking in a large conference meeting space. Community room and theater are too small.
Reston has plenty of private facilities and the local government doesn't need to spend tax money

on recreation facilities.
Rollerblade or skate rink.
Rooms large enough for parties.
Safety classes for families, kids and women.
Seeing recreation pool with things such as water slides and a lazy river. Would like them to focus on an aquatic center.
Since I don't use the Reston Community Center for my workout needs, it is not important to me.
Skate park.
Skate park.
Skateboard facility. Indoor and outdoor, and an indoor tennis court. Safe place for kids and teenagers to meet and have fun and move around and exercise.
Skateboarding parks. Either indoor or outdoor. Outdoor would be cheaper, I guess.
Soccer program. Build a field.
Some arts programs.
Some exercise facilities with equipment. Treadmills and other exercise equipment, but not weight-lifting.
Some more art-related classes. Existing classes often are inconvenient.
Some of the kid's dance programs need to be expanded. I think it stops at age 6. Would like programs for older kids.
Something recreational for the whole family would be great. Racquetball facilities, indoor tennis. Volleyball and basketball for families.
Something to do with pets, like how to train your dog or activities based around pets.
Space for amateur radio station. Facility where amateur operators could communicate by short-wave radio with other operators around the world. Also participate in emergency communication drills and situations. Also shop space for electronic or hobby shop.
Space for basketball.
Spinning. It falls in the category of aerobic training.
Squash courts, volleyball league for kids, tennis league.
Start offering cruises for seniors. The more people, the lower the price. More daytrips for seniors, but more exciting than what is being offered. Maybe a bus that would tour DC, the monuments, DC at night.
Studio space for artists.
Swimming classes.
Tai Kwan Do.
Tai Kwan Do.
Take low income housing kids and teach them literacy, courtesy and citizenship.
Talk of an ice arena. That would be an excellent addition to the facilities.
Teen programs, supervised activities for teenagers.
Tennis courts. Covered tennis courts. Herndon has this at their community center. Reston Community Center would earn a lot of money giving tennis lessons, but the courts have to be covered ones.
Tennis in the winter; Invest in platform tennis
The community could use racquetball courts. Spinning classes on bicycle exercise machines.
The current facilities are not clean. The exercise rooms should be mopped daily and they do not appear to be. Basic maintenance should be done in the exercise facilities.
The instructors should not have to inform their classes of the snow day cancelations.
The Reston Community Center should keep or improve the live stage entertainment theatre.
The Reston Community Center should look into partnering with other organizations; YMCA, local schools, business; in order to further current programs and classes.
The Reston Community Center should look into senior citizen, daycare-type programs.
The Reston Community Center should offer classes for 11-14 year olds, like Chess, IT, Physics, Radio or Engineering, etc.
The Reston Community Center should offer indoor and outdoor tennis facilities.
The thing they need most of all is a bigger area for performances.

Theater with larger seating capacity. Dedicated visual arts space. 3-D art. Statues could be displayed there.
Their performance, stage-type areas. Keeping them updated. More programs of that nature. They are not updated. Refurbishing the stage-type areas.
They could build a big tower out at Glade Creek so I could watch birds from the tops of trees.
They could have a basketball court or more stuff for kids on the weekend and after school. Especially in the winter time.
They need a program like Oakmar which has exercise equipment available. I would like to see more exercise equipment available.
They need racquetball.
They should expand the size of the theatre where they produce plays. Because the plays are excellent.
They should offer more classes to improve career and employment skills. More photography classes. More facilities to encourage outdoor exercise, activities, and gatherings. More opportunities for playing bridge.
They should offer Tae-Chi classes at a more convenient time of the day for people's differing schedules.
This area has a lot of classes. There are so many good options that you don't need the Reston Community Center choices.
To make it more accessible for the handicapped.
Too bad they are not at Lake Anne, too.
Very much for adult physical fitness. Joined the Y for a senior aerobics class. Could use even more activities especially for seniors, for fitness. My blood pressure came down just from jumping around a little bit more.
Volleyball league.
Wall for individual tennis practice.
Want to rent Brown's Chapel for a wedding in June, can't start the 2010 calendar until January, 1st. I want this to be available sooner.
Warm indoor pool.
Water aerobics.
We have dogs, and it would be nice not to have children and dogs playing together. I would prefer that children's play areas be fenced and not allow dogs. Sometimes parents with dogs and children bring both to the playgrounds. There was a time when they had classical music performances, but no more. I would like that.
We like bridge club rooms and parties.
We need a bigger theater.
We need more space set aside for teenage activities and meetings.
We use to live in McLean, and their community center had a program for bridge players, and we participated. Reston doesn't have that. If the Reston Community Center had that bridge program, it would be nice.
We'd like to see more baby and toddler classes, especially on the baby end. It's hard to get out and socialize, and more baby play dates. Especially good if structured so we can bring all three kids; 10 month old twins and the oldest is 3.
Weight training and yoga would be my first priorities.
What I love is the theater. I'd like to see more events at the theater. I love the little theater group.
What's important is programs for after-school or summer for middle school children to keep them busy after school because they are too young for jobs yet.
With the caveat that the instructors are highly qualified, we could use more space for yoga and well being. It would be somewhat important to have indoor tennis facilities. Some artist space would be nice. No dedicated painting space.
Woodshop classes and larger facility for those classes.
Woodwork shop. Open one for the public and open it later.
Woodworking shops or program.
Workshops for computers, specifically Mac training and photography and language classes.

Would have enjoyed to have my daughters do dance classes there.
Would like racquetball courts.
Would like to see an indoor tennis facility and racquetball facility.
Would like to see an indoor track facility.
Would like to see ball room dance classes offered.
Would like to see more about nutrition and how it relates to exercise, how to be fit and eat healthy. Also maybe, for senior's daytime facilities that they could get to in taxis or bus. The seniors who don't go out at night at all.
Would like to see more infant and toddler programs.
Yes. I keep getting these brochures with all this stuff in them. They have these 55 plus activities, but they are all in day when I'm working. I'm eligible but can't attend. I'd like to see more 55 plus activities in the evenings and on weekends.
Yoga and maybe an indoor track would be of interest.
Yoga is the class my wife wanted to get into and couldn't, so more yoga classes. The same people keep joining that and so new people can't get in.
Zumba programs, more dance classes.

Q_OTHFAC: Aside from the facilities provided by RCC, do you use any other recreation or fitness facilities?

Currently no, but we just canceled our YMCA membership two months ago. Before that we used their facilities.
I use the outdoor pools in the summer and other facilities in Herndon.
Just the trails.
Tennis courts and swimming pool.
Use tennis courts.
We go to a private club outside of Reston.

Q_OWNPORP: Do you or anyone in your household own commercial or rental property in Reston?

Our corporation headquarters is listed at our home address, but we do not work here in Reston.
Wife has own arts business but not a separate business address.

Q_PAST12: In the past twelve months, have you or a family member ever attended a class, workshop, or event at the Reston Community Center or an RCC-sponsored event such as Take A Break Concerts or other festivals?

Attended outdoor events right at the Reston town center, if that is part of the Reston Community Center.
I have gone into the center to get information and schedules. It may not be an official event but I do use the facility
Is the Reston town center considered the same as the Reston Community Center?
More than 12

Q_PUBPRIV: What other recreation or fitness facilities in Reston do you use?

A gym, the golf course.
A sports club.
Activities at plazas like car shows. I'm not sure if Reston Community Center sponsored.

An exercise program where I live. Thoreau Place a 55 and above community.
Apartment complex.
At the office.
Autumn Wood.
Avid runner.
Barton Hill for Tennis.
Basketball courts and swimming pools.
Basketball court and Reston trails to jog.
Basketball court.
Beloved Yoga Studio.
Bike trails.
Bodies by Geoff.
Boot Camp (WOD).
Carlton House Fitness Center and Old Dominion Trail.
Cedar Ridge Community Center.
Community neighborhood pool.
Community swimming pool, tennis courts.
Complex has gym.
Condo has an exercise room and swimming pool.
Country club.
Curves health spa. Use all the trails. Audubon swimming pool.
Curves.
Development in community center and a place connected to my work.
Equipment in the house.
Exercise equipment in the home. Use the Washington and Old Dominion Trail. Use the trail system in Reston, cross county trail, Reston nature center, and Potomac Heritage trail.
Exercise facility within condo.
Fitness center at our condo community and use the Washington and Old Dominion trail.
Fitness center in office.
Fitness facility provided by employer in Reston.
Fitness First
Fitness First gym.
Fitness First Gym. Washington and Old Dominion Trail.
Fitness First.
Go to Jazzercise.
Golf course.
Golf courses.
Great Falls Crossing for swimming.
Gym and Fitness Center.
Gym at work and country club.
Gym at work.
Gym in condo.
Gym provided by my employer and the Washington and Old Dominion Trail, the old rail line covered with asphalt.
Gym.
Health club.
Herndon Community Center.

Herndon Association.
Herndon Community Center.
Herndon recreation center.
Herndon Senior Center
Herndon Town tennis court.
Herndon.
Hiking and biking trails, a private yoga studio.
Hiking trails in Reston.
Hiking trails, pools, Lake Anne.
Home gym.
Horton Health, tennis courts.
I use the jogging trail in Reston and the lake for boating.
I use the public golf course in Reston for which I pay a fee to use the facility.
Ice skating rink.
In condo complex.
Jazzercise for wife.
Jog on trail system through Reston.
Jogging trails.
Kayak and fish on Lake Audubon, and use local Reston trails to walk the dogs.
Lady of America.
Lady of America.
Lady of American fitness center, Reston town center.
Lady of American Fitness Center.
Lake Anne
Lake Anne Community Center.
Lake Anne, Reston Towne Center.
Lake Anne.
Lake Newport bike paths.
Lake Newport Pool.
Lake Thoreau for swimming or New Bridge.
Lakes and trails.
Lifelong Learning Institute which is a program for seniors based at George Mason University but has a branch here. These are classes and other activities for older people. And the Reston Museum. The tiny Reston Museum. Outdoor paths and fields.
Local swimming pool.
My office has a facility.
Neighborhood tennis courts.
Open air market.
Our condo has its own facility.
Outdoor pool, Health and Fitness, bike paths, sports fields, ice skating.
Outdoor tennis courts.
Outside facilities at Herndon community center.
Part of the Reston Runners.
Paths for bicycling.
Pathways, etc. in Reston.
Paved hiking trails located around Reston.
Paved trails and the Reston bicycle club.
Physical Fitness Center at Reston Hospital.
Physical Fitness Program in Reston Hospital.
Pool
Pool for our subdivision.
Pool for West Market residents.
Pool near my house and tennis courts and trails.
Pool.

Pools and tennis courts.
Pools of the Reston Association.
Pools.
Private club with a gym.
Private facility.
Private health club, Greater Reston Art Center.
Private yoga club, jazzercise and the golf courses.
Privately owned Reston Sport and Health.
Provided by my apartment complex.
Recreation facility in condo.
Reston Association and Fitness First.
Reston Association pools.
Reston Dog Park.
Reston Hospital Fitness Center.
Reston National Golf Course.
Reston national golf course.
Reston national.
Reston Pathways.
Reston Pool and Reston Tennis Court.
Reston pools and tennis courts.
Reston Senior Center.
Reston Sport & Health.
Reston sport and health club.
Reston sport and health club.
Reston Sport and Health.
Reston sport.
Reston town center facilities.
Reston Town Center.
Ridge Heights pool.
Run on a path.
School.
Shadow Wood pool.
Skate Quest.
Skate rink.
Southern America.
Sport & health club.
Sport and fitness gym in Reston.
Sport and Health
Sport and Health Club
Sport and Health Club
Sport and Health Club and a yoga studio.
Sport and health club, Herndon Community Center
Sport and health club.
Sport and health club.
Sport and health club.
Sport and Health in Reston.
Sport and health.
Sport and health.

Sport and Health.
Sport health and fitness facilities.
Sporting Health Club.
Sports and health club.
Sports and Health Club.
Sports and health club.
Sports and Health.
Sports' Club.
Swim classes in the summer.
Swimming pool in community.
Swimming pools.
Swimming pools.
Tae Kwan Do center.
Tennis
Tennis and swimming
Tennis and swimming places.
Tennis at a country club.
Tennis courts and basketball courts.
Tennis courts and outdoor pools.
Tennis courts and pools.
Tennis courts, outdoor pools.
Tennis courts.
Tennis courts; swimming pools, Lake Audubon.
Tennis.
Teston Hyatt, World gate Athletic.
The 55 and above condo where we live has programs.
The fields around Reston, such as Brown's Chapel.
The Fitness Club.
The gym, swimming pools, concert venues.
The lakes, pools and tennis courts.
The pools but unsure about which ones.
The senior center in Reston run by Fairfax County.
The Sports and Health club. The Reston pools and Reston Association day camp.
The swimming pools, tennis courts and lakes.
The tennis courts and lake areas.
The Trail system. Attend concert events at the Reston Town Center.
The trails.
Thoreau center.
Trails
Trails, pools, tennis courts.
Trails.
Tennis courts and pools.
Upland's pool and tennis courts.
Uplands pool.

Use facilities for free at a private health club where I work.
Use Fitness First.
Use supervised medical facilities at hospital to exercise.
Use the condominium complex health facility where they live a great deal. Over 200 times last year. We frequently use the Washington and Old Dominion Trail which goes through Reston, and that is why a number of people live there.
Use the outdoor pools. A place off Sunrise Valley.
Use the paths, I walk.
Use the tennis courts and swimming pool as part of Reston Association.
Walking paths and jogging areas.
Walking paths daily.
Walking paths.
Walking trails and lake.
Walking, biking trails.
Washington and Old Dominion bike trail, part of regional park authority.
Washington and Old Dominion bike trail.
Washington and Old Dominion bike trail.
Washington and Old Dominion Trail. Outdoor pools in Reston.
Washington Old Dominion trail.
We are a member of a club in Herndon. World Gate
We walk all of the paved walkways in Reston.
West Market facilities.
WOD Trail, ice skating rink, movie theater.
Work.
World gate health and fitness.
Use the outdoor trails and have a pool in backyard.
Yoga Center in Herndon.
Yoga, fitness, swimming, baseball, lacrosse.

Q_RACE: I am going to read a list of racial categories. Would you tell me what category best describes you?

African American but not black, come from South African
Alaskan Native and African American
American-Indian and White
Asian and White
Bi-racial
Black and White
Caucasian and Asian-American
Caucasian with some Cherokee Indian
European
From Lebanon
German American
God's creation
Hispanic
I am African. I am from Africa.
I will say 'White' but the technical term is 'Caucasian.'
Mexican

Mexican American
Middle Eastern. I'm a mix of middle eastern and African.
Other
Spanish Latino
White and African American and Native American.
White and Black
White and Black
White and Black
White and Middle Eastern
White Latino
White, Black, Native American

Q_RCOMM: Additional respondent comments.

Access to everyone should be priority.
Again, I want to emphasize that we need a bigger theater and that the one we have is completely inadequate. There are a lot of performances that we could attract if we had facilities to accommodate them. An orchestra for instance. We now have no place to provide for orchestral performances.
Also, the security of patrons is an issue that needs to be addressed, both inside and outside of the Reston Community Center buildings.
Although my family doesn't currently use the Reston Community Center presently, when we first moved here RCC was an important thing for them choosing where they lived. Our children used it a lot.
As a general comment, I think that continued development should be focused around redevelopment of pseudo-commercial areas that already exist and that they deem suitable for redevelopment in proximity to the Metro station. Also as a general comment, one of the things Reston needs is a college or university, some institution of higher education. That is the kind of business I'd like to see attracted to Reston.
Because of inadequate performance from area schools, Reston Community Center needs to be more involved in youth development.
Because we are in a technology-driven state of affairs, it would be very nice if our community were more technologically connected, using social media like Facebook or Twitter for networking opportunities outside of physically meeting a person. Even though you'd like to be a part of everything happening in this world today, you just don't have time.
Board members need to reflect the entire community. Feel like the board is a special interest group. Reston's leadership has lost credibility with the community.
Concerning the question about racial category, I recommend that CSR include Middle-Eastern as choice for race. I also recommend that the RCC conduct English-as-a-second-language and Citizen classes at no charge.
Do not proceed with indoor tennis. Use funds toward items that would benefit everyone.
Enjoyed getting the postcard about the survey. It increased my willingness to do the survey.
Fairfax County to whom we pay a lot of taxes, needs to put a recreational facility here in the western end of the County. Fairfax County is taking our money, our revenue, our taxes. Fairfax County benefits from it, yet they will not build an Fairfax County recreation center like other parts of Fairfax County have. Other areas of Fairfax County have beautiful facilities with indoor tennis and racquetball and everything they need, but we have to pay for our own, the Reston Community Center was really never meant to be an indoor facility; it's a community center. So then the Chamber of Commerce put the YMCA out here, and it's not a great thing because it's very expensive. I can't afford to join it. I could go to an Fairfax County facility, but it's too far away. If you're low income, you get YMCA subsidies, but not if you're middle income. They're wasting our money with this survey.
Glad they are doing this and hope they get good results.

Good luck.
Happy that I live in Reston.
Having discount cost for disadvantage youths that cannot afford to use the facilities.
I also vote there. I would hope they keep that as a polling place. It is convenient, plenty of parking and a good place to vote.
I am against tax payers money being used for an individual or group's recreational desires. There are plenty of private ones available. The public should not have to pay for that. We can't support every body.
I am extremely pleased with Reston Community Center and they do an awesome job.
I am from the islands - the Caribbean.
I am happy they're doing this survey.
I am supportive of the RCC even though I do not get to use them as often as I would like to because of my age. However, I feel it is very important to residents of the community.
I am the president of the homeowner's association where I live so I am active and concerned and pretty aware of what's going on in Reston. Very much in support of new facilities as long as people running Reston have done their homework and validated demand. Whoever uses the facility and pays for it should be correlated. There isn't a need to use natural parkland, there are alternatives. Protect the area around the man-made acts. And don't forget parking and traffic when they plan for expansion.
I am totally against the destroying of Browns Chapel Park, it provides a wealth of green space for the community.
I am trying to figure out why Reston does not have any car dealerships and other businesses that most towns its size already has.
I appreciate the services of the Reston Community Center very much.
I commend you on your survey. The political ones are always so fixed that you have to answer a certain way. This one wasn't arranged so the answers were black and white. Maybe because it was done by the University of Virginia.
I did own a business in Reston until a month and a half ago.
I do believe in Reston Community Center even though we do not use it a great deal.
I do some of this for a living, and this is a well thought out survey. The only thing is, though, that I had no idea how long this was going to take. I was literally on my way out the door when you called.
I don't personally use their facilities.
I don't see why we need a separate Reston Community Center. The Fairfax County facilities should be sufficient. We pay extra taxes just because RCC has a theater, when everyone else in the county has Fairfax County facilities.
I don't that much about the Reston Community Center. Maybe it needs to work on its outreach. You receive a lot of information on the Reston Association but never anything through the community center.
I don't trust the, from what I've read and the way they comport themselves, I don't trust the Reston Board or any of the governing boards in Reston. They appear to be self-referential, self-centered group of people interested in talking to people exactly like themselves. They are caught in a 1960s time warp and their response to the public goes to extremes of officious intermeddling in people's affairs at one extreme, no middle ground and the opposite extreme total ambivalence and lack of interest in people's interest or need. They are too focused on artsy crafts things for children and retirees and not focused on providing services at convenient times for people who have to work. This is not just the Board itself, but all of the governing institutions in Reston.
I enjoy living in Reston. I think it's a really good community. I think it will be good when we get a subway out here. The Reston Community Center does a really good job.
I find it interesting that no matter how many times the residents voice their opinion about the Reston Community Center, the RCC continues to do surveys and ask the same questions, getting the same responses. This is the 2nd survey such I have done in the last 12 or 18 months on this same matter.
I have an older family now, but I've lived in Reston a long time, and people with young families that use Reston Community Center facilities might like other programs. I have a lot of friends with

<p>small children using RCC for swimming and children's dance programs. They might like to see more programs offered. I just think RCC is a great facility. My family, over the years has enjoyed the facilities there, including movies on Mondays they used to have for elementary school children in the afternoon. I know they do a welcome coffee on Saturday mornings open for new people, and that's a great program. I also think it was helpful to send out the letter. I don't know who was responsible, but I knew to expect the call and was already thinking about my experience with the RCC when you called.</p>
<p>I have been active in Reston community and governing boards for 38 years. The Reston Community Center is a hot issue in Reston.</p>
<p>I have heard about the indoor tennis facility the Reston Community Center might be considering. If this is built, I feel that those users should fund it rather than having all the residents help to pay to operate it and keep it going.</p>
<p>I have not felt that the community center has been in tune to the needs of its community. As close as the subsidized housing is to the community center, there should be more programs offered for them. The community center board was more interested in keeping it safe and clean for different uses.</p>
<p>I have owned a local dance studio in Reston and participated in theater groups.</p>
<p>I just hope they will not destroy the woods or nature for another facility or swimming pool.</p>
<p>I live about 1.5 miles from the town center, which is a wonderful place. With the coming of the metro, the community will become more commercial, w/ more high-rises and such, especially around the town center. Traffic will increase and become a problem, unless the increased population commute by rail. Reston needs to make plans to come to terms with these changes, but will probably respond only reactively. Because of the ad-hoc structure of the management, without a proper, independent tax base and council, for example, they lack the capacity to deal effectively with these problems. Basically, Reston needs to become an incorporated community within Fairfax County.</p>
<p>I live very close to the town center and I am thrilled to walk to every place I need to go. It is lovely to have this opportunity to walk.</p>
<p>I love living in Reston.</p>
<p>I love Reston.</p>
<p>I love Reston. I've seen the changes, and what's bothering me is that staff for the Nature Center comes out of our homeowner's dues. We have to think of the long term costs when we have new programs. A little more fiscal responsibility is a good idea.</p>
<p>I own a business but have no commercial benefit from having the metro, but I think they are putting me in the tax district where I will have a large increase in my real estate tax. So I am not interested in having any increase that would impact me and would like some decrease in the tax paid by the special district 5 for the Reston Community Center. I'm getting hit by the metro tax increase of 25%.</p>
<p>I participated in the survey last year. The same considerations apply. When you're working full time, you often don't have the time or energy to use what's offered. If I was retired or not working I would use the Reston Community Center more. We used it when my daughter was younger. Birthday parties, theatre groups, art exhibitions, etc.</p>
<p>I play golf at a country club not in Reston.</p>
<p>I realize that I do attend the Reston Community Center sponsored a singles book club once per month.</p>
<p>I really enjoy the center.</p>
<p>I strongly oppose the proposed new facility at Brown's Chapel. I don't think that we should change out any of the parks remaining in Reston. It's what makes Reston what it is.</p>
<p>I strongly support the community center. The theatre productions are top-notch. We are very fortunate to have the community center.</p>
<p>I think ESL classes are an important thing for the community center to offer. Basic health check-ups could be offered at the Community Center. A screening process would be nice.</p>
<p>I think it is great that they are doing this and exploring our opinions on the issues with Reston Community Center.</p>
<p>I think it's a good thing to survey the community.</p>

<p>I think it's great that the Center Stage Book is great, and every year we plan to go but can't because of our young boys, but I think it's great that they bring such international talent to the stage. Big names and good diversity. We really make good use of their swimming lessons at very reasonable cost. It can be a little hard to get in, but we're residents. The program for two-year-olds was very good. Their costs are just so reasonable. I've noticed that their program guide seems to have gotten a lot slicker and more professional over the past few years without being ridiculously extravagant. It's very nicely done.</p>
<p>I think it's wonderful that you are doing this survey.</p>
<p>I think Reston Community Center and all the people who are involved are doing an excellent job.</p>
<p>I think Reston Community Center does a good job and I am pretty happy with it. I would hate to see it catering to things like a new Art Center.</p>
<p>I think Reston Community Center is exaggerating the need for recreational facilities.</p>
<p>I think Reston Community Center is very valuable. I don't use the main Reston Community Center; it is too far away. I use Lake Anne. Lake Anne is wonderful. They offer classes and art space to revitalize the community. It is incredibly popular and they should expand it.</p>
<p>I think that the Reston Community Center directors are doing an exceptional job.</p>
<p>I think the important thing in this discussion is Reston Community Center does a good job but there should always be a trade off with cost. When they're thinking of expanding facilities or offering new things, the question should be whether it's worth the cost, not just whether we as a community want those things.</p>
<p>I think the Reston Community Center should listen to the people live here. They shouldn't be so oriented to the businesses of the area as opposed to the citizens. The Brown's Chapel issue left a very bad taste about the current supervisor in my mouth. He will not get my vote in the next election.</p>
<p>I think the Reston Community Center showed some real insensitivity to open space in Reston and I think they should correct that. That is why the co-location is so important.</p>
<p>I think the survey is slanted so that they can get the answers they want to get</p>
<p>I think we have a very good Reston Community Center board and program and I hope it keeps going.</p>
<p>I think you did a good survey.</p>
<p>I understand the wonderful wealth of programs the Reston Community Center provides. Even though the economy is tight, I want to maintain the same level of programs that the RCC has and if possible expand them. Where I have a issue is if we are being taxed for those programs and other members of Fairfax County communities are not taxed for their community centers it seems discriminatory. Perhaps there are reasons for the disparity that I am not knowledgeable about.</p>
<p>I used to live near Columbia, MD. I am so glad that I live in Reston, and I thank God for <i>[name deleted]</i> insight in planning this Reston community. I'm wishing and hoping that there will be more very smart, very intelligent communities like this developed in the United States. It included the low income people from the beginning. I thought about the Reston Community Center after-school programs for my daughter who has Down's syndrome, and I like for us to get out more into the community together. Now would be a good time for socialization for her even though she doesn't have many verbal skills, but I'm very much crippled now with my own physical problems.</p>
<p>I wanted the Reston Community Center to open a facility at Brown's Chapel. It would have made access much more convenient.</p>
<p>I was very unhappy to learn they were going to start construction in the Lake Newport area. Residents had to stop them because they were moving forward. Stop trying to be a quasi-government business. I don't need to be soaked in services or paying for services for others to use. They need to demonstrate what value it is to me as a property owner and a tax payer outside of social responsibility to let outside people come into my community and use our recreational facilities. Our neighborhood has been canvassed by drive-by crime because of people coming into Reston. My negativity may be biased, but by trying to build without informing residents was upsetting. Use existing property, office space, etc. We don't need to deforest to expand the Reston Community Center's version of the YMCA. No duplication.</p>
<p>I will attend future meetings because I am very interested in Reston and do not want anything negative to happen there.</p>

I wish I was taking more advantage of what Reston Community Center offers, because it sounds really great, and they're doing a really good job. If I had the time, I would.
I wish they had sent the metro directly out to Dulles instead of making all those parking lots. All the people in Loudoun will come and park. We are complete and now they are going to stuff more things in.
I work for a non-profit organization, and every year Reston Community Center does a food drive for our organization during the Thanksgiving time. Actually, this year a lot of companies did the food drive, but Reston Community Center is responsible for organizing the area businesses for the food drive and picks up the food from the different locations. Reston Community Center sorts and delivers the food to our office. This year, the collection of food was almost six thousand pounds of food. So I think that Reston Community Center is doing a wonderful job. We get a lot of help from them, not just for families but for organizations too; for the whole community.
I would hope that all questions in the survey will be available to the public. A lot of people are concerned about the timing of the survey, when will the survey be completed, or is the quota met?
I would just like to once more reiterate my commitment to green or open space and my unwillingness to support the expansion of athletic facilities in Reston.
I would like for them to build more sidewalks.
I would like programs for young children during the week in the afternoons.
I would like to see something done about all the cats that people leave in the woods. I don't think that cat owners are held to the same standards as dog-owners.
I'd like to get rid of small tax district number. That bond issue was supposed to be over many years ago, and all we do is pay <i>[name deleted]</i> taxes.
I'm glad to see they are performing the survey.
I'm kind of in an unusual circumstance, because I work 24-7, and I'm not a joiner. I tend not to use public facilities for anything other than the Reston Association pools at Lake Newport and North Point.
I'm not willing to pay more taxes for the Reston Community Center to expand.
I'm sure that your survey is thorough and will help them get better metrics to make decisions.
I'm very assertive, but I always find the Reston Community Center to be very intimidating. It is not a welcoming environment. I find the employees polite but pressed for time. I am willing to volunteer to assist with special needs children programs. I would be glad to help assess the needs for these children.
In future programming, they should be aware of the multi-lingual population in this area.
In general Reston provides some cultural things, although I may not like the choices. The types of activities sponsored through Reston Community Center could be and should be funded by a commercial facility rather than county government and Reston Association. If people are interested they should pay for it. RCC is somewhat aimed at indoor tennis court and swimming club. I'm all for the participants doing that, but on a commercial basis not a community basis or RCC. And it should not be built in middle of upscale residential neighborhood. Contrary to the original thesis of Reston, in my opinion.
In my opinion, there is not room for residential development and unknown about commercial development in Reston. High rise development would be a question mark. Reston is a strong community. We have a conflict with Fairfax County. The idea that Fairfax wanted the Browns Chapel property created a strong community feeling in Reston to protect its natural areas. Indoor tennis - enclose the existing courts at Lake Newport.
Indoor tennis or indoor racquetball facility is not a practical for Reston. Other needs might include family recreation center or additional pool.
Instead of building indoor tennis courts they should work out an agreement with Hidden Creek where people can buy time. There are a select number of people who use outdoor courts when weather permits, so it may be a waste of money to build indoor tennis courts for a select number of people.
It is important to build any future facilities that will be broadly used by the community, so this is a good exercise.
It is just because my kids are grown that I'm not as involved in the Reston Community Center as I used to be. As my kids were growing, I enjoyed the RCC very much. My opinions would have

been very different 20 years ago.
It's just that we don't use the Reston Community Center, but I know many people that do, particularly friends with children who use the summer camps primarily. They camps are terrific, good experiences.
It's just too long.
Job opportunities. The Reston Community Center as a facilitator, given the economic situation. Helping to match up teenagers and others with job opportunities, even little part-time jobs.
Just don't think the Reston Community Center should expand because of YMCA and commercial businesses that provide physical activities and I oppose it because it is tax bait.
Just need handicapped parking and more parking.
Just thanks for calling.
Just that I appreciate the survey.
Just that I love the fact that Reston provides such a variety of opportunities. That's one of the reasons we moved here, and I'm surprised that we haven't made more use of these opportunities, but that's our own stuff. And also, our position in life; we don't have young children that would go the camps or the indoor pool. We love Reston and hate to leave it but plan to move away from Reston in approximately one year].
Just that I'm glad you're doing this survey.
Just that the Reston Community Center is a fantastic resource for the whole community, and we appreciate the instructors.
Leave the green spaces alone. Leave Browns Chapel Road alone.
Like to encourage programs to be expanded and let everyone know how great they are.
Like to have more evening classes on weekends.
Make partnership with other commercial fitness instructors and facilities to show what they can do, once insurance issues are dealt with, getting sports trainers is a win-win partnership, giving them more exposure and providing some classes and services that are not offered by Reston Community Center.
More programs and activities geared toward the LGBT community in Reston
My wife would have loved to answer the survey. She's sitting right next to me, but your computer wouldn't let her do it.
Need more kitchen space, possibly cooking lessons.
Neighbors are very much involved in activities. We have had problems scheduling meeting rooms for condo board meetings because of the lack of space.
Only that I think the questions you asked, while they are certainly pertinent, will be ones that may catch the subjects that you're contacting off guard. That they will not have thought about the matters that you ask about, and therefore, to the extent that they're trying to help you out and answer your questions, they may proceed helpfully but not thoughtfully. And that's going to diminish the accuracy of the information that you gather. One more thing, I think that the manner in which you proceeded, which was certainly polite and patient, is a very helpful model to follow in terms of putting contacts at ease in responding.
Overall pretty happy with Reston Community Center. Haven't really had time but pleased with classes they have to offer and have signed up for class in January. Like that residents have options for early enrolment although I wish didn't have to go in to do it.
Overall very happy with Reston Community Center, especially performances and speakers. Our son loves the swim class.
Parking constraints should be evaluated.
Pass on one thing: Namely that the local newspapers get delivered to only a small sample of Reston residents so there is no guarantee that certain concerned residents see any of the material concerning programs and fees. I believe that putting things out on the web is not effective because those who do not have access to computers have just as much input as those who do.
Programs in summer should accommodate work schedules. The camp Good Times is invaluable because of that. Other camps, maybe like tennis with short session hours from 9-12 or 10-3 are difficult because few people get to stay home any more and can't leave work to chauffeur the kids.
Property taxes are too high. Property tax should not be used to support Reston Community Center. If we are paying taxes on property, then Reston should be using the money to maintain

properties covered under the amount of taxes being paid.
Publish interviews on line next.
Racquetball courts.
Respondent doesn't feel that the personal questions are necessary and should be removed.
Reston Community Center does a good job and we would like it to continue but there are cost concerns.
Reston Community Center doesn't work to fill their programming. They could be producing more opportunities for more revenue if they maxed their current opportunities.
Reston Community Center is useful facility for the area, a good value and I would like to see theatre portion to be expanded too.
Reston Community Center is very important. Keep it viable and available for demand.
Reston Community Center is wonderful. I think for rest on and should be kept going.
Reston Community Center needs to provide more activates for seniors and teenagers.
Reston Community Center should be for families and not for seniors and singles.
Reston Community Center should offer more senior citizen activities.
Reston Community Center, Reston Association and Reston Interfaith need to coordinate activities more for the community. There is overlap among the three groups.
Reston has a series of clusters, and they have periodic or annual meetings and normally use Reston Community Center for those meetings. Seven or eight years ago I was on the board of directors for one of the clusters, and we used the RCC for meetings. That's the only time I've used the RCC.
Reston's just a cluster of associated communities. There's a lack of integration between Reston, Fairfax County, and a number of smaller organizations and entities. Now that they're intending to develop this corridor with the metro line running through it, they need to think on a bigger, more far-sighted scale. They need to integrate the planning at least at a county level. Despite the extension of the metro, most people are still going to attempt to rely upon their own vehicles for transportation. The traffic in Reston will be, is already, as bad as in Washington, DC. If they're going to attempt to develop the area so much, they need to be more far-sighted and functional. Otherwise they're just creating more sprawl. Also, they shouldn't attempt to compete with private facilities in the area.
Right now I don't use much of Reston's facilities except the pool and the trails to walk my dog. It is a good way to exercise. I wonder if they have good movies anymore. The Reston Community Center had festivals of movies before. I don't know if they still have them.
Some people want to build a community center in the north part of the area for racial or economic reasons.
Son wanted to attend another Reston Community Center sponsored camp, but they didn't have enough space. It was a chess camp. I thought it may have happened twice. The Road Rulz camp is great, and my son has attended it every year for past three years.
Survey is a good idea and glad that Reston Community Center is reaching out to the people
Taxes too high. No more indoor facilities should be built or expenditures should not be made until economy recovery.
Tell them to get money elsewhere.
Thank you for calling.
Thank you for doing this survey.
That comments such as mine will be ignored. There should be more effort made to serve people who are working and single instead of thinking everybody in Reston has a family.
The Board needs to seriously considering adding cardio equipment.
The board of governors are from organizations that have a vested interest in the center. I think we need to have more board members from the average, general population.
The Community Center is an important part of any community
The community festivals like Christmas or 4th of July are very important, good to meet each other and introduce other friends to Reston who come as guests.
The debacle that Reston Community Center had over the indoor swimming facility has been shameful to the RCC. They handled that horribly and their credibility has been damaged for the community.

The issue of more services is totally dependent on more residences. Drastic rezoning would be necessary to get more residences. When there are more residences, then we should consider spending the money.
The main thing is just the entrance to the facility being somewhat hidden and preventing me using the Reston Community Center at night.
The one additional comment that I would make is I do look at the trips and tours section. I look at this every time this comes out. I read ballet open rehearsal trip but it is only for those 55 and older. I would love to go but I am not old enough to meet requirements. I am reading about trips from the program guide and how interesting they are but it is all geared towards seniors. Here's another. Only 12-28 years old for a New York trip. I do not fit the age categories.
The Performing Arts Center - the survey did not mention this.
The pool is very important to keep it clean and other enhancement to the pool. A fee to do so is good, there is really no other competition and Reston Community Center should look into make it a special place.
The pool should not be enhanced. It has been improved many times. I've taken senior water aerobics there, and I didn't notice any vast improvements.
The Reston Community Center is vital to the local community. The area is mature. Reston is completely built out. Same with surrounding towns - all built out. The growth that will occur will be in another county. It would be a waste of money to expand. It would not attract any additional people. Geographic boundaries are filled out. Silver Line is after the fact. They are playing catch-up with the Silver Line.
The Reston Community Center needs to continue the excellent job they're doing.
The Reston Community Center should have programs or classes specifically geared towards residents with physical or mental disabilities.
The Reston Community Center should increase indoor activities.
The Reston Community Center was one of the reasons that we bought our condo, and we did take some computer courses, but we have found the RCC is too narrow and does not cover our interests. Needs to broaden view. Too many swimming pools and not enough other activities people are interested in.
The supposition that Reston would grow is unlikely because it is limited in its' land as it is indicated. Huge population boom is unlikely.
The survey is pretty good. That you called and we talked and rated the program.
There is need for sidewalks and better lighting on North Shore Drive. it is a very busy road coupled with limited parking and no sidewalks which makes for a treacherous route for pedestrians.
There needs to be, and I know they're trying to do this, more means to communicate with people of other nationalities in their native languages. By that I really mean signage.
There should be an indoor tennis court provided by the Reston Community Center.
They could get the word out about activities to more immigrants in the community.
They have programs that are acceptable to the community and they should not add any more programs unless someone wants to come forward and pay for the program as a user fee. And the money should not come from taxes taken from people that will not use those programs because they are satisfied.
They should have open houses to let people know what the facilities are like. More people would be inclined to visit and register for programs if they would offer open houses for the community.
They should make certain residents of Reston are given priority on booking meeting room space in the Reston Community Center.
This is a pretty upscale area up here; a lot of these houses go for \$500,000 to \$800,000. I would suggest that Reston Community Center needs to gear their programs to those in need. A lot of folks in the service industry are not making much money. My guess is that a lot of these folks are not even aware of these programs. I've never seen a program flyer in Spanish. If they're going to have these programs, they need to work hard to really get that target audience that really can use it. There is a little clash of cultures here. We're not fighting each other, but the Latino group really stays to themselves. I could be wrong, but I'm not sure that a lot of them really know about these programs. Or maybe they just need more encouragement to participate. Low income Latino and

Asian seniors may also be interested
This is not an unbiased survey. The Reston Community Center asks questions that are leading to needing more facilities.
Times are not favorable for spending.
Very strongly supported of swimming facilities.
We are excited to see what they will do with community center and appreciate their offerings thus far.
We are on the borderline between Reston and Vienna. We are not part of the Reston Homeowner's Association.
We don't want to see new facilities, mailing should be reduced. Use e-mail instead. Any ways to reduce costs.
We have been here 31 years and started using Reston Community Center three to four times a week. We were very involved. I am interested in the RCC being a major part of the community for the young and old.
We have to pay a user fee because of where we live. I resent that. It's also expensive. I'm retired, and it is hard for my retired friends to afford it. I also resent having to pay taxes for it even though I don't use it.
We love Reston.
We use to live on one of the lakes and used it for kayaking a great deal.
We used to enjoy the Reston Community Center and we don't now, though we pay for it through our taxes. The programs and entertainment are not geared towards us. An adult member of my family encountered hostility from their staff when trying to rent a room at the RCC for an advent.
We were surprised to learn of the survey. I wonder if the Board publicized the survey.
We would use it more if we were completely retired
We're very impressed with the Reston Community Center and we look forward to the classes and programs offered for our daughter's age range.
When Reston Community Center makes decisions about things they want to do, it's important for them to inform the community ahead of time, rather than making decisions in the dark, that is without including or informing the community, particularly in financial matters. Such as the decision they made together with the Reston Association to undertake projects that have cost \$93,000.00.
When we moved here from Manhattan, NY, I had some trepidation because there's so much to do there all the time. I knew that I wanted to raise my child in a place with a strong family orientation and nature, a good family community and walkable, not too urban. It's turned out that there are lots of trails and nature programs and arts here. It's a really amazing place and the Reston Community Center is the plus. It provides for families the same kinds of opportunities and events and activities as one would have in a city like NY. My son takes swimming lessons, the tumbling class and the puppetry workshop and this winter he has a ceramics mug making class, and he's only 4-and-a-half. He loves it. We walk there. You can't beat that. The pool was too cold last year for swimming lessons, but they've already improved it.
Why is Reston wasting money on yet another survey? When will results be made public? Last time, the way it was released was pathetic and the survey was unscientific. Basically they need to advertise more.
Wishes the air conditioning and heating situation would be fixed - once and for all!!
Would like to know how the discounts have changed within the facilities and would like them to be clearer.
Would like to see more family-run businesses preserved and brought into Reston.

Q_SIZEBUS: How many people are employed at the place where you work?

Have staff in China but not in Reston.
I work at Reston Hospital.

Q_USEEVN: Are you aware that your employees may use RCC facilities at resident rates even if they are not Reston residents?

Hey - that's a perk.

Q_USERFEE1: In general, would you favor or oppose raising more money from user fees to enter RCC facilities and programs?

A small increase would be okay.
Continue the way it is now.
Depends on how much they are talking about. What I like about it is the inexpensive cost. Perhaps a little bit.
Depends on what they do with money.
Don't oppose it for members of Fairfax county who aren't in Reston.
Don't want to see people of low economic status left out.
For adults yes, for children, no.
For some people the fee should be raised.
Have no objection to it.
I don't know what they are, if they are reasonable or not. It should certainly be considered if they are not very high, to reduce the tax burden.
I think the community programs are a little more basic, and not as expensive as other more fancy programs. I wouldn't pay as much for a community dance class at Reston Community Center.
I would raise user fees for those who do not pay the Reston Community Center tax.
I would want user fees to be user friendly so that low income people can use the Center.
If increases were reasonable and tax could drop, then I would favor it.
If there is an exception for certain organizations to rent rooms and such because of minority status or something like that. If Reston is a prestigious community we have to realize there may be members who are under financial constraints. Would favor raising user fees with this exception.
Increase the cost to non-members.
It depends on the amount of the increase. Small would be beneficial, but large harmful.
Need to help people who can't pay for higher user fees, but think user fees will inevitably increase through inflation.
Non-resident only should be raised, because they're not paying residence taxes.
On nonmembers of the tax district.
Only for non-residents.
Only if it means lowering tax rate.
Only on those who can afford to pay. On a graduated income scale.
Only raise for non-residents.
Reasonable increase would be alright. Not like the Dulles toll road.
Senior fees are reasonable.
Some people should be subsidized. Pick and choose who you are affecting.
The question doesn't say whether they would raise each individual user fees or whether the Reston Community Center would get more people in.
They need to demonstrate that they're having budget situations before I favor tax increases. They have a surplus budget. It makes no sense to raise fees.
Unclear. Sounds that if yoga is \$20 should you make it \$25.
User fees discriminate from some people with lower income.

Q_USERFEE2: And would that be strongly (favor/oppose) or somewhat (favor/oppose)?

Facilities should be available to everyone regardless of economic status.
Generally increase prices but not for those in financial need.
I think user fees are reasonable and that with 50% discount for seniors this is very cheap. Specifically I would raise fees on seniors to be equal with what everyone else pays, and I would say fees would still be reasonable if they were raised.
I'd actually like to see the burden fall mostly on commercial real estate. This is an attractive, densely populated area with the higher educated work pool of the Washington area.
If it's something that needs to be done to keep the programs that they have.
Mentally and physically we all need a community center. The rate should be affordable. Many are on fixed incomes. People need to get out of their homes to go to safe and comfortable places like the community center.
Not across the board.
Only a modest increase.
Only favor a modest increase.
Only increase for non-residents.
Provide scholarships for financial aid.
The people who use it should pay for it, not homeowners and businesses that do not use it. If they have extra money they just feel like they have to spend it, not necessarily prudentially. If people come in on the metro, why should the residents pay for the nonresident's use of the Reston Community Center. Also, I have a concern about what kind of people will come in. Pentagon Mall used to be upscale but because of access by Metro it now is anything but. Concerned it will happen for Tyson's and Reston.
This survey is propaganda. I resent the questions and the preamble.
Would be fine to raise fees on non-residents, but residents already shoulder enough.
Would favor for non-residents to pay an increase but not residents.
Yes, raise, but not more than 10 or 15 percent.

Q_USERFEE3: In your opinion, should the operation of new facilities or new programs at RCC be paid entirely from additional user fees, entirely from tax revenues, or a mix of both?

A lot of people that use the center can't afford user fees.
A mix, but mostly additional user fees.
As long as taxes aren't raised, she would favor a mix of both.
Depends on what it is, on whether it is a new facility, like in North Point area, it should be the same as the other facility. If it is a new program in the old facility I might prefer it to be added user fees.
Depends on what you want to build. Some are easy to fund and some are complex and expensive. That is not a yes or no question.
I believe Reston Community Center should not develop new facilities so the fees should go to new programs. I would not support any money for new facilities.
I can't answer without knowing their budget situation. The preamble says they need more money in actuality, they don't.
I don't like any of the answers. The Reston Association goes up every year. We've lived here for 28 years, and it's just insane, you reach a saturation point. They can't raise it anymore. There used to be a cap on fees, and then the board voted one year to lift the cap. They have to test the ability of their citizens to pay these fees. Or they should cap them, at intervals, clearly explained.
I should not have to pay for another's entertainment, for a facility that I don't even use.
If taxes are not raised.
If taxes don't go up.

If they were to raise additional taxes through businesses I would be in favor of that. I am very opposed to impacting an individual or family in terms of what comes out of their pockets.
It depends on the programs. If you're asking me if I like the program, then I have to pay for it and am more than happy to pay for it.
It depends on what kinds of programs, and just because I live in this neighborhood, why should I be subsidizing programs that I don't actually use.
It should be paid for by our Fairfax County taxes, not from Small District 5 taxes.
Mix of both with commercial taxes, not residential ones.
No new programs.
Not a good time to build more facilities. Keep it as is for the time being.
Opposed to opening up Reston Community Center to outsiders paying fees.
Predominantly from user fees.
The fee schedule should stay the same and the tax rate the same and get new changes from additional tax revenue.
They should increase taxes of new businesses coming in and raise taxes on commercial property, leave user fees the same.
We don't need new facilities.
We get zero from Fairfax County for recreation and in addition we pay for this community center which I am in favor of. However, we are also owed a lot of funding from the county. Because Reston is self-sufficient in paying for our own community center. If there is a community center that does not need help it is McLean and they have a community center and more. We have a population full of Section 8. We have it equal to the rest of the county combined. Our user fees can not be made higher. Scholarships need to be extended and we need to be getting from the county a pro-ratio of financial support. Reston Community Center needs to stop paying for everything. In McLean, which is a wealthy community, the county pays for the maintenance of their community center. The county loves Reston because it is progressive.
Would not want to see increased fees for children's programs.
Would, again, like to see this fall under Fairfax County.

Q_WHYNOT: Why haven't you used RCC in the past 12 months?

At this stage, walking is fine.
Because of health issues.
Cardio machines, exercise spaces. I asked previous executive director and received a very poor answer.
Children are teenagers now and they do not have appealing things for this age group.
Children grown.
Children's programs are during the day when we are working.
Couldn't get in.
Daughter went to college. She was the primary user.
Daughter with special needs so there is not a lot of extra time
Difficult year with family problems and work stress, also can't get into classes I want to take.
Disability.
Do not know much about them and have other stuff to do.
Do other outdoor things.
Does not have indoor tennis.
Doesn't go because of the crowd it attracts.
Doing other things.
Don't get out that much to use the Reston Community Center. We are older people.
Don't need it.
Emphysema prevents use.
Family illnesses limited my involvement.
Feel like the Reston Community Center and Reston Association are socialist and our view is different. A lot of stuff they say is outdated but they don't change it.

Forget it is available.
Had a baby.
Had open heart surgery.
Hates it.
Have been doing a lot of traveling in the past 12 months. However, I do think of using the community when having events and have used Reston Community Center heavily in the past.
Have not had time.
Have not seen anything that interested me at the time.
Husband has lung cancer and is very ill.
Husband said 'no'.
Husband's illness.
I am no longer active in outside activities because of my age.
I am older and there is not a program that fits my needs.
I am signed up for a class in January.
I don't like going out. I don't like meeting with people.
I forget about programs. Don't sign up right away and then it's too late.
I have arthritis and can hardly move.
I have not found any program of interest to me
I have not had a need for any of the Reston Community Center programs in the last 12 months.
I am not interested in what they do.
I retired and am busy with my grandchildren.
I was in a nursing home because of an injury and am somewhat disabled. Getting around is difficult.
I was out the country but intend to use it in the future.
I was pregnant.
Illness.
Illness.
Illness.
I'm actually going to be renting an Reston Community Center room next weekend.
I'm just not good at doing those things. Did it when the kids were younger.
I'm too lazy.
In bad health and don't see too good.
Inconvenient. Most programs are during the day.
Inertia.
Interested in swimming but no place to tread water.
It just seems to be off the radar for me.
Just don't find the programs offered interesting.
Just had a child and is preparing for another one so I have been busy.
Just haven't.
Kids gone from household.
Kids have grown up so we don't use those type of facilities any more.
Kids have grown up.
Kids have grown.
Lack of information as to what is going on at the Reston Community Center.
Lack of interest in Reston Community Center programs.
Lack of planning.
Laziness.
Limited interest in the offerings.
More of a bookworm than athlete.
Most of the activities I want to do at Reston Community Center are in south Reston and I don't want to go across town, the traffic is so bad.
My children are out of the house and they were the main interest in using Reston Community Center. The programs now don't interest us and aren't that convenient to us.
My children moved away.

New to area.
No interest.
No interest.
No need or value in my life in the Reston Community Center.
No need to use Reston Community Center facilities.
No real reason. Just have not seen anything that caught my attention when I had the time.
No time and children moved away.
Not anything in the evening for working people. I am very poor.
Not convenient and we go to Herndon Community Center and it has a better facility and best equipment.
Not interested and not relevant.
Not interested in any programs so far.
Not interested in the Reston Community Center programs right now.
Not interested in what they offer.
Not interested.
Not welcoming for children, particularly teens.
Nothing interested me.
Nothing of interest for me.
Nothing of interest.
Nothing there culturally that I needed. I go into Washington or McLean.
Our daughter has gone to college.
Our kids grew older and we are retired now.
Our son was born this year.
Out of country.
Personal family health issues have taken up our time.
Physical limitations due to age make it hard to get there and to participate.
Program are filled and can't get in.
Programs not of personal interest to me but maybe to others.
Safety concerns. It is not a safe place to go at night. There is some subsidized housing around the location, and unruly people hang out there. I think any seniors would share my concerns. They need a guard posted or something. I don't know if they have someone now because I haven't been back over there.
Stay home now. I have time in the day time, but classes are at night and I am a single mom.
The quality of programming is poor.
The Reston Community Center is located in a high crime area near a shopping center. Realtor advised me it was a bad area.
There were other important things we had to do.
Timing of classes. Many are during the workdays and we cannot attend.
Too old. It's on the other side of town and I can't get there.
Traveling a lot because of family obligations.
Tried to use it but not able to get room.
Used it for the kids and now they are older.
Used it more when the kids were younger.
Used to appreciate and participate when children lived at home, but not since they moved away.
Was injured during a Pilates class at the Reston Community Center and has not returned since.
We don't have young children. We are two working adults.
We used it more when their children were younger.
We wanted to, but we didn't win the lottery system to get in. We don't like the lottery system because we need to make plans, so we can make alternative plans. Results should be immediate so we can go elsewhere if we have to. Also, if you get rejected from one class, you should get higher priority.
When I am thinking of leisure activities to do the Reston Community Center does not come to mind.
When kids are adults you don't use it nearly as often as when kids are little.

Wife is pregnant and that changed our schedules.
Work at the YMCA.
Worst thing is that it is in Hunters Woods area, one of the most crime-ridden areas in Reston. I know of people who were assaulted getting out of their vehicles in that shopping center. Lived in that area once, and would never live there again.
Would like to take a lot of classes, but they are not offered at convenient times.

Q WHYNOTH: What are the main reasons you don't use any other recreation or fitness facilities?

Adult hours for pools I used to use are not convenient.
Age and health conditions.
Age more than anything else.
Age.
Aren't any.
Because I go to Gold's Gym in Herndon.
Because I use some outside of Reston.
Belong to a place in Herndon and have been for 15 years. Very nice facility with everything. Swimming, basketball, handball, squash, fitness, cycling class.
Belong to clubs in Herndon.
Belong to Gold's Gym in Clocktower, Herndon area.
Bikes on trails.
Bought myself a treadmill.
Busy.
Crowds.
Didn't know Reston Community Center offered gym facilities.
Disabled.
Do not need too.
Don't care to.
Don't drive or have a car.
Don't find it necessary.
Don't get out often enough to use it.
Don't have time.
Don't have time.
Don't know of any others.
Don't like going out or meeting with people.
Don't work out.
Due to advanced and family matters I do not get out much to any facilities as I might wish to.
Due to my job.
Emphysema limitations.
Equipment at home.
Find home gym adequate.
Fitness equipment in the home.
Getting old.
Go to a facility in Sterling because family, my dad, is closer to that an we work out together.
Go to Herndon. It is a little more convenient. The town of Herndon Community Center.
Have a backyard running trail and electrical treadmill at home.
Have a bad hip so am confined to water exercise.

Have a fitness facility at work.
Have a gym in my basement.
Have a small home gym for ourselves.
Have a treadmill at home.
Have an in-home gym
Have enough equipment in home and have other places to travel to.
Have health problems now.
Have most things in my home in terms of exercise equipment.
Have pool in back yard.
Have them at work.
Health reasons.
Health. I had heart surgery this year so have been in the hospital and medically unable. Supervised rehab exercise.
Herndon is better.
Home gym.
Home with DVDs and weights.
I am a dog-walker and get my exercise during 3 hours a day doing that.
I am elderly and a good many of the Reston Community Center facilities and programs do not appeal to the elderly.
I am in the North Point area and it is not that convenient to Reston Community Center location.
I am no longer active due to my age.
I am not very active. My wife is more active. I am very old.
I belong to Worldgate in Herndon.
I don't do official exercises.
I don't really hear about them much.
I go outside Reston with a larger facility and more options.
I have a dog and I walk my dog two miles a day.
I have a fitness gym at my office.
I have a Tai Chi class in Herndon.
I have a treadmill here. I don't use the pool. We have a pool in our condo.
I have been away at college so I haven't joined any other facilities.
I have equipment at home and it's easier to do that especially in winter.
I have equipment at home.
I have fitness facilities and a pool where I live. A condo association.
I have MS, and so can't drive myself.
I have my own exercise machines at home and I jog.
I have my own facilities here in the house.
I have my own fitness and recreation facilities.
I have one through my employer.
I have other avenues for my physical activity. I've been here for more than 40 years and have never used their facilities.
I have recreation equipment at home.
I like Herndon better.
I run the trails and I have home fitness equipment.
I travel quite a bit and do not have the time.
I use facilities in Herndon.
I use Fairfax County facilities.
I use Oakmar in Oakton.
I use one in Herndon. A community center. I also attend an aerobics class that is held at a church.
I use other facilities in Fairfax County for size and availability.
I use the fitness facility at work, which is the best option and most convenient.
I use the Herndon Senior Center instead.
I use the Pentagon gym, and other nature centers, where they actually have nature, elsewhere.
I use Worldgate which is available when I want it.

I wanted to enroll my son and the classes I wanted were already full. It was swimming instructions in the summer and I tried to sign up in the spring.
I work in DC and my gym is there.
I work outside of Reston.
I would rather take hikes and use the trails.
Illness.
I'm an equine person and there are no facilities for me in Reston.
I'm not very familiar with them.
I'm old.
I'm retired now and not as active as I used to be.
In Herndon.
Inappropriate to my age, 80.
Just had a baby and time commitments.
Just no interest. Likes Reston Community Center convenience and programs for arts and such.
Kids are too young right now but they will probably start using them soon.
Lack of desire to work out.
Lack of interest.
Lazy.
Lazy.
Lazy.
Life has had changes lately but now I am ready to sign up again.
Location and price.
Location. Reston Community Center does a good job of making their classes affordable.
Medical issues.
Mobility problems.
Much happier walking outside than being in a formal setting.
My age
My gyms are all located near work in Falls Church.
My office in Chantilly provides facilities there.
No children.
No interested.
No interesting facilities in Reston.
No need to.
No need.
No need.
No reason, we have a pool where we live.
No reason.
No reason.
Not aware of them.
Not aware or not interested.
Not enough information about it.
Not familiar with them.
Not interested.
Not interested.
Not interested.
Not motivated.
Other faculties have programs geared for people who work. Fewer programs in the afternoon.
Our age.
Own a treadmill.
Physical limitations,
Play tennis close to your place of work.
Pool is popular for my family since it is open throughout the year and the bathrooms are well-managed and well-maintained.
Prefer to fish.

Prefers to stay at home.
Recently moved to Reston.
Reston Community Center is very close to my house and think Reston Community Center is a better experience.
Reston doesn't have a dedicated gym and Herndon Community Center does so I use that and it's a little more convenient location.
Simply have had no reason to use them.
Taking care of the housebound. Husband kept me housebound. I am widow now.
The membership is weird. No annual membership.
The one I go to outside Reston has pool, squash and a spa - all I want.
The same reason, health issues.
There is no reason. I'm planning to sign up soon.
There are too many children at the YMCA.
They don't have facilities or programs that involve horseback riding or other activities related to horses.
They're not as good as the facility I use in Herndon.
They're provided at my job.
Time wise, Reston Community Center offers best value for the bucks.
Times. Convenience fitting my schedule.
Too busy.
Too crowded.
Too lazy.
Too old for activities. They are centered around younger population.
Too old.
Too old.
Use a Bally gym outside of Reston.
Use Chantilly and Springhill. Nicer pools with graphics for kids.
Use facilities at work.
Use facilities near work in PWC County.
Use one outside of Reston.
Uses places outside of Reston.
Walk and use my own gym things.
Want racquetball courts.
We are in late 60's.
We can walk to everything and since we've retired, we like the freedom to find out about something and take advantage of it.
We do use a place in Herndon.
We have equipment at home.
We have fitness equipment in our home.
We have our own fitness facilities in the home.
We use facilities outside of Reston for convenience. They offer programs of fitness that are not available in Reston.
We've only been here a year in June. We spent the full year remodeling. We live just down the street from the Walker Nature. We want to get more involved, especially swimming.
Work in downtown Washington. By the time I get home it is too late to go anywhere.
Work out in my home and own a farm in West Virginia.
Work outside of the Reston area.
Would like to see a weight room at Reston Community Center. Not a paid gym.
Would rather be outside so that I can run.

Q_WHYOTH: What are the main reason why you use these other facilities?

A part of social groups who use the facilities and they use the facilities because they are a part of the group. So it is the group that is taking us there.
Advertisement was strong.
Again safety concerns with Reston Community Center.
Also have a nurse that comes in for different programs.
Am more an outdoor person.
As a benefit of working there.
Attractive programs.
Because I can do it everyday, that is, use the private facility.
Because it's important to do that and I've been a member of S & H for a long time, I have a personal trainer there.
Because I've been there forever and the trainer who works with me is there.
Because my teenagers work there.
Because the bike trail is available.
Because they're focused on senior citizens like me.
Because they're there.
Because we don't have any indoor tennis courts.
Been a member of the other gym for a long time.
Beneficial for our health.
Best in Northern Virginia.
Better equipped.
Better hours and more age appropriate facilities or programs for children.
Better workout facility.
Bikram yoga.
Boating at Lake Anne.
Can go there any time and the equipment that they own is not offered at the Reston Community Center.
Child care and discount for being Fairfax County Public School employees.
Class times are more convenient.
Classes, equipment, hours.
Clean and well kept.
Cleaner and more available.
Cleaner, parking, easier accessibility.
Closer to home.
Convenience
Convenience, nice amenities.
Convenience. Located downstairs.
Convenient and outdoors.
Dedicated hours for lap swimming.
Did not like the way the Reston Association did their swimming classes for children, wanted a weekly class and it was not offered by Reston Community Center.
Do not like to swim indoors.
Doctor prescription.
Doctor sent my husband there.
Ease of access with the trails. The town center is very good destination point.
Enjoy exercise outdoors over a gym.
Enjoy outdoor activities.
Enjoy the wildlife and outdoors.
Equipment and hours are better.
Equipment is better.
Everything we need.
Exercise and sport.

Exercise equipment is better.
Exercise.
Exercise.
Exercises the entire body.
Facilities and equipment.
Familiarity.
Fitness equipment.
Fits better with schedule.
Fits my allotment better.
Flexibility of non-structured activities is more convenient.
Flexibility of personal gym membership and child care.
Flexibility of schedules of classes. Night classes for working individuals.
For biking and hiking.
For exercise and fitness.
For fitness and outdoor recreation.
For physical fitness and I enjoy walking in the woods and the elements of wildlife in the wooded areas.
For women.
Friends go there.
Good hours and easily located.
Grandchildren.
Great gym and interested in their programs. Comfortable at the YMCA facility. Don't like the Reston Community Center facility. Not very well laid out. I don't feel very oriented when I walk in the facility. I like the Lake Anne facility better. It is smaller and easier to navigate.
Gym has better equipment.
Has membership.
Has more equipment.
Has to pay to Reston Association so I feel I should use facilities because I'm paying for them.
Hate the Reston Community Center pool because maintenance is poor and parking is better.
Have a dog and take to dog park.
Hours, quality of facility and trainer works at that facility.
Hours.
I am an employee there, teaches there and it is close to my house.
I don't even know where the Reston Community Center is.
I don't know if Reston Community Center has gym for exercise as Reston Pathways does.
I enjoy them.
I just feel like swimming.
I just like to walk.
I like the other facility better than Reston Community Center because I feel they have better exercise equipment than the RCC does.
I like their program.
I like their programs better.
I live having an outdoor pool.
I love walking and it is very pleasant walking around here.
I need the machines and also a place to walk in bad weather.
I primarily use the other facility for use of the exercise equipment.
I teach there.
I think I would be restricted from using Reston Community Center because I'm not part of Reston Association. I tell her they are not the same. Ignorance then, I thought I couldn't use it.
I use them for recreation, picnics and family get-togethers.
I used to work there,
I utilize the personal trainer provided with the program.
I won a free membership, liked it, and signed up later.
I work at the Y. I tell people that if our classes are not convenient, check out the Reston

Community Center. Classes there are cheaper and it is a great facility. Unfortunately they do not have a fitness center, but I get to use the one at the Y because I work there.
I'm not sure Reston Community Center has fitness facility and I use the gym at this facility.
Included in our Reston Association dues and they are outdoors.
Instructors and leadership.
Investment in country club and prefer outside.
It has a gym. Exercise and basketball.
It is a social setting for exercise that she enjoys.
It is because my wife plays tennis and the courts are close by.
It is my hobby.
It is safer to go there. A really big piece of this. They also offer much bigger selection of times available. Aerobic exercise, fitness and lots of classes.
It is summer to keep the children busy.
It is very good for my health to use the Reston Association pools with fresh air.
It's a good strength training program.
It's a place to go hiking.
It's a regular gym, built for working out, has shower and classes.
It's an 'outside' thing during the summer.
It's free.
It's in north Reston, I'd love to use the Reston Community Center, but it's not available.
It's part of our community and what we're paying for.
I've been there for a very long time.
I've just been a member for years. Also, I try to keep in shape every day.
Just for fun.
Just interested in the activities.
Kids go to the school. That's where practices are. We like outdoor pools in the summer. We also use the paths.
Knew someone at fitness center. Town center events more widely advertised.
Lack of tennis at Reston Community Center. The YMCA has a gym.
Lifestyle and convenience.
Like outdoor activities better.
Like outdoor facilities.
Like the pool better, more convenient for morning swim. Reston does not have a sauna. The amount of lanes are limited
Like to be outside.
Like walking and tennis.
Location is convenient.
Location.
Location.
Locker room is too small and crowded.
Love the outdoor exercises and free concerts at Lake Anne and Reston town center.
Low cost.
Main reason we moved to this community.
Meet three times a week.
More friendly, no entrance fee cost and cleaner.
More indoor things.
More staff for individual fitness.
My club meets there for tai chi.
My granddaughter took yoga in the summertime, also tennis and swimming.
My kids need exercise.
My trainer is at the health club.
My trainer has been there for many years. Don't have to pay for classes such as yoga.
My wife joined it and I have never checked out the gym at the community center.
Need to work out.

Needed a special trainer.
Nicer bathrooms, showers, pool.
Nicer.
No time.
Not aware of Reston Community Center programs at that time.
Not aware that RCC offers exercise programs.
Not enough physical activity programs.
Offer exercise equipment.
On site physical therapist to help.
Operating hours and days per week.
Our child care is also at the YMCA.
Our son goes to day care there and they provide a discount.
Outdoor facilities like lakes and picnic facilities, trips with Reston Association, free movies for seniors. Both Reston Association and Reston Community Center have, so I pick and chose what I want. Same for summer concerts.
Outdoor fields. Organized leagues for kids sports.
Outdoor pools are very nice and I like the gym facilities.
Outdoors.
Outgrew it and quality of facility was lacking.
Outside and comfortable.
Outside is better.
Outside pool in summer.
Outside pools, tennis courts, trails, none of which are offered by Reston Community Center.
Particular program I like.
Paths are a great feature. I don't join a health club because there isn't one on my side of Reston.
Personal trainer.
Physical fitness.
Pleasure and fitness using RA paths.
Pool at Reston Community Center is too hot.
Pool is open late. Better exercise equipment.
Prefer outdoors.
Provide activities for my children that Reston Community Center doesn't offer.
Proximity.
Quality is better elsewhere.
Quality of instruction and facilities.
Quality.
Recreation.
Recreation.
Recreation.
Recreational purposes.
Reston Association is outdoors and more fun in the summer. Also better hours.
Reston Association has trails and outdoor pools. Fitness First has more equipment and different programs.
Reston Community Center classes were full at times I wanted.
Reston Community Center does not have a gym.
Reston Community Center is hour classes, and the gym she goes to is an actual gym to work out at convenience.
Reston Community Center stuff is structured so that the hours are not convenient.
Ride bikes a lot and commute to work.
Scheduling more flexible at gym.
Scheduling of the program was desirable.
She works and a lot of the Reston Community Center programs are during the day. The program times are not convenient for her.
Slight superiority to Reston Community Center and convenience according to my work. Weight

lifting and cardiovascular equipment.
So my husband can do the spin classes and my kids do the pool.
Specific use.
Sport of the day and that's the time I have.
Summer makes outdoor parks better; the YMCA has more variety of group classes and in general more variety of equipment due to larger facility.
Summer.
Swim classes, convenience.
Taking grandkids to outdoor pool.
Tennis.
That they're all female.
That's where our interest lies.
That's where the martial arts class is offered.
That's where the Reston Community Center class is held. The private health club offers more classes that I like, at times I like, I pay one monthly fee and can just go, it's more flexible. I don't have to sign up, and it's a real gym.
The 50 meter pool.
The county facilities are better than the Reston Community Center. Better pool, handball, exercise equipment at Oakton.
The courts and pool of RA are very well maintained, and we enjoy them and the trails.
The family needs places to exercise and they have a lack of space for children, she goes to YMCA because they have a lot of space that they can use a lot of things.
The offer pre-natal yoga and a more conducive environment for yoga, more comfortable for yoga.
The other facilities I use are outside activities that are not provided by the Reston Community Center.
The other gyms have equipment. Reston Community Center does not.
The pools are outside.
The Reston Community Center is for little kids, stay at home moms and the elderly. Not made for the working professional.
The times are more convenient and they offer a lot more than the Reston Community Center.
The timing of the programs are more convenient to our schedules.
The timing of the programs better suited my schedule. Also, the last few times we attempted to make use of the Reston Community Center pool, it was so crowded we were not able to because it was already at capacity. Other times there were lessons being conducted that did not allow us to use the RCC facility.
The timing of the Reston Community Center programs are not always convenient to our schedule. Also the RCC does not have the tennis programs that the association has. The RCC could benefit from having an indoor tennis facility and more youth programs.
The YMCA provides childcare while I am working out.
The YMCA workout area and facilities are larger.
They advertise, so he knows about them.
They are available.
They are beautiful.
They are close, and there is no substitute for them. They are local amenities that you would pay a great price for in other areas.
They are close.
They are not linked to any other programs through the community center. Independent.
They have programs for the children that are not offered at the Reston Community Center and I enjoy their exercise programs.
They have a hot tub and a swimming pool there.
They have a really good gym.
They have a senior exercise program and I try to do that.
They have child care while my husband and I work out.
They have machines and personal trainers.

They have things I am more interested in.
They have Zumba and aerobics classes I like.
They offer the things that we enjoy.
They offer trainers and other facilities that are not available at Reston Community Center.
They provide golf.
They run and bike outside.
They're attractive and well-maintained.
They're more specialized than Reston Community Center with trainers and such.
Time at Reston Community Center often inconvenient.
To enjoy nature.
To get in shape.
To play tennis.
To play tennis.
To play tennis.
To swim.
To walk my dog.
Trips to concerts and movies for seniors. Pick and chose which, Reston Community Center and Reston Association both offer them. Picnic areas and lakes.
Use outdoor jogging trails.
Use squash courts at Herndon Worldgate Sport and Health.
Use the park at July 4th and similar events.
Uses Curves, a facility for women only.
Uses Reston Community Center for yoga only.
Very close, likes golf.
Walking outside is nice.
Want outdoor pool in summer. Not very crowded.
We can predict what they're going to do.
We get our physical therapy there, after surgery. They know what surgeries we have gone through and what exercise we need.
We just like the gym there and they also have a day-care program.
We like the outdoors.
We pay for them, they are outside, wonderful facilities
We use both the Reston Community Center and other facilities depending on the program or activity we choose.
We use the passes, and we like the facilities.
We used YMCA where we lived previously and chose to continue here.
Weight room and the track which are not available at Reston Community Center.
Wellness and fitness.
We're where the Reston Zoo is and the center is on opposite side of highway.
When I first moved here I did not know the Reston Community Center, and my company gave me discounted membership to the other facility.
When we first moved here, we joined the YMCA, and the teen center is connected to the YMCA. No other reasons.
Wife is on the board of the YMCA.
Working out.
YMCA has better faculties, more opportunities.
YMCA has machinery for cardiac rehab.
YMCA is closer to home and we enjoy outdoor activities.
Yoga classes
You enjoy more outdoor related activities.

Q_WHYSTOP2: Why did you stop using the Reston Community Center?

A lot of programs are duplicated elsewhere in the area. I don't think their entertainment is particularly notable. I am lucky that I am a volunteer usher at Wolftrap, so I get to see first-tier stuff, and theirs is a very small venue. Also, we sit in shadow of the Capital, so we can go see the best nearby.
Activities centered around private school.
Age.
Are retired and not interested.
As he's gotten older, programs are less interesting.
Became disabled.
Because cable TV is so good.
Because my wife moved out of the house.
Because of health issues.
Been travelling.
Change of schedule.
Completed the training in things I want and am just not interested.
Daughter in high school now and has other activities. I am lazy. We do the indoor pool.
Daughter was the coach of youth soccer.
Did not see anything that appealed to me.
Do not think of the Reston Community Center, but did enjoy the event attended.
Employment obligations.
Family illnesses.
Family obligations.
Family problems, work stress, and can't get into the classes I want to take.
Felt that swimming wasn't well managed people cut in line in front of you and your daughter at showers.
Got involved in other things.
Had free tickets but stopped when they were out.
Has grandchild in programs.
Health issues.
Health problems.
Husband was deployed to military. Travel schedule became prohibitive for work.
I grew out of the programs they offered.
Illness.
Illness.
Illness.
I'm 87 years old. Use Lake Anne for birthday parties, church meetings in the community meeting rooms.
I'm older and I just don't bother.
In the past the website was down and I could not see what was offered.
It's hard to book classes.
Just used it for swim classes.
Kids got older and programs for younger ages were better. Now they are in school and I have been too busy.
Kids got older and went on to other sports and activities.
Medical condition prohibits swimming.
Moved away for a little while.
My schedule at work changed and the classes aren't offered late enough.
My son is in school now and the programs for two-year olds are at the school.
My students performed there, but now they don't.
Never really used it that was a one time occasion for an event.
No particular reason.
Older people. We're 70 and 60 not too active.

Parking was inconvenient at hunters woods facility.
Physical reasons.
Pregnant.
Started working at the YMCA.
Still looking for interesting programs.
Stopped holding a particular swimming exercise class.
Surgeries.
The commute across Reston and the traffic.
Was injured doing a Pilates class at Reston Community Center and has not returned since.
We finished the class we were attending at the Reston Community Center.
We want to but we keep losing the lottery so we are not allowed.
Went on a trip to New York with the Reston Community Center and the accommodations were very poor and it was very unorganized.
Wife is pregnant.
Work schedule is much busier now.

Q_WORK: Which of the following best describes you? Are you working full-time, working part-time, looking for work, a homemaker, retired, or a student?

Author.
Disabled.
Disabled.
Disabled.
Fully retired but working full time.
Fully retired but working full time.
I'm receiving TANF so that I can take care of my daughter since she is completely dependent and needs supervision at all times. She has Down's syndrome.
I'm retiring at the end of December.
Independent contractor. Idle but not unemployed.
On disability.
On disability.
Retired with seasonal part-time work.
Semi-retired but owns business.
Unemployed but not a house maker because I don't do any housework.
Unemployed.

Appendix F:

Methodology

Survey Methodology

About the Survey

The 2009 Reston Community Center Citizen Satisfaction Survey was conducted during the fall of 2009. The purpose of the survey was to assess current and projected future use of programs and facilities. The survey introduced new questions to assess the community's priorities for indoor recreational facilities and to provide information for informed budget and growth decisions for the future.

Advance letters were mailed to a sample of nearly 6,000 residents in the Reston community. The sample contained both residents with telephone numbers and residents without telephone numbers. For those without telephone numbers, the letter included a reply card and business reply envelope for respondents to complete and return with their telephone contact information so they could be included in the survey.

Survey Development

Since the focus of the survey was on community priorities and the future growth of the Reston Community Center, the Ad Hoc Community Survey Committee developed a conceptual outline to serve as the basis of the questionnaire.

Using the conceptual outline and previous surveys conducted by the Center for Survey Research with citizens of the Reston community, a questionnaire was developed and evaluated by a focus group on October 13, 2009. Participants in the focus group were recruited from a list of residents of the Reston community.

Focus group participants were asked to complete the questionnaire and given the opportunity to express their opinions on the content of the questionnaire and ask questions regarding the intent of the survey. Each of the focus group attendees received \$30 for their participation.

As a result of the comments, significant edits were made to the questionnaire to clarify the purpose and to shorten the length of the survey. To test the clarity of the new questions and to verify the length of the instrument, CSR conducted a telephone pre-test. Pretests are intended to follow the protocol for the data collection as closely as possible to reveal any unforeseen problems. Findings may indicate that an adjustment to procedures is necessary to fulfill expectations. It is also possible at this time to recommend altering either the projected scope or the project budget.

A telephone pretest of the survey was conducted on November 3 through November 6, 2009, including a total of 31 phone interviews with Reston residents. The average length of the interviews was 21.2 minutes for the main questionnaire after respondent selection and 23.5 minutes overall (from greeting to goodbye), which was significantly longer than the contracted fifteen minute average interview.

The questionnaire was re-ordered to help with the flow of the questions, and some questions were deleted because they were not as focused on the primary purpose of the survey. A second pre-test was conducted on November 22, 2009 with a total of 21 phone interviews. The average length of the interviews was 14.5 minutes for the main questionnaire after respondent selection and 16.5 minutes overall. For production interviewing the average length from greeting to goodbye ended up at 15.5 minutes for the sample with telephones and 17.6 minutes for the sample without. If we look at the time from the point at which a qualified respondent was selected until hang-up, the sample with telephone numbers took 13.5 minutes on average compared to 14.6 minutes for those without.

Questionnaire Design

The questionnaire used in this survey was based on the conceptual outline developed by the Ad Hoc Community Survey Committee and the Board of Governors of the Reston Community Center. The objectives of the survey were to assess current and projected future use of programs and facilities, to assess the community's priorities for indoor recreational facilities, and to provide information for informed budget and growth decisions for the future. The following topics were measured:

- *Familiarity and Participation*
- *Demand Assumptions*
- *Financing*
- *Community and Recreation Priorities*
- *Demographics*

Finally, a single open-ended question was placed at the end of the questionnaire asking respondents what priorities or other issues they think the Reston Community Center should consider in its future plans. See Appendix D for a copy of the questionnaire and Appendix E for a list of the responses to the open-ended question.

Sample Development and Respondent Contact

In order to ensure the broadest possible representation, CSR used address-based sampling (ABS) in which the unit sampled is a household address in the target geography rather than a phone number. CSR contracted Survey Sampling International (SSI), a sampling company in Shelton, CT, to provide a sample names and addresses selected from a phone/non-phone database of over 20,000 households in the three zip codes contained within the Reston community (20190, 20191, and 20194). The ABS database combines a comprehensive listing of residential mailing locations provided through the U.S. Postal Service in a Delivery Sequence File with other commercial databases held by SSI for an expected coverage rate of 84% of the area supported by the RCC. Within the sample obtained, 52% of the households contained telephone numbers and approximately 48% had no telephone number. For the pretests of the survey CSR used random digit dialing and directory listed samples which were also provided by SSI.

An advance letter was mailed to a sample of 3,896 names with telephone numbers and 2,000 names without telephone numbers. The advance letter came from the Center for Survey Research on its stationery but had a sticker clearly associating the letter with the Reston Community Center. Respondents without telephone numbers were provided with a contact card and business reply envelope enabling them to provide contact information so they could be included in the survey.

An experiment was conducted with the list of names that had no telephone number to encourage respondents to supply their contact information in order to participate in the survey. A \$2 incentive was included in the mailing to one-half of the sample, and the second half of the sample received no incentive. As expected, the response from those who received an incentive was higher compared to those who did not receive an incentive.

Table F-1: Summary of Survey Sample Types Used, 2009

Phone Type	Sample	(%)	Response card replies	(%)	Completed	(%)	Ratio (sample: completes)
ABS – with phone	3896	(66.1%)	N/A	--	1018	(26.1%)	4:1
ABS – no phone	2000	(33.9%)	164	(8.2%)	107	(5.4%)	19:1
TOTAL	5896				1125		5:1

Telephone Interviewing Procedures

All interviews in this study were conducted from CSR's Computer-Aided Telephone Interviewing (CATI) laboratory in Charlottesville, Virginia. Interviews were conducted from November 24 through December 23, 2009, on Sunday through Friday evenings and on Sunday afternoons. The interviewing staff received at least six hours of training prior to production interviewing. Many had prior interviewing experience on similar studies. Computer-Assisted Telephone Interviewing (CATI) is a system in which computers are employed to increase the efficiency, accuracy, and flexibility of telephone surveys conducted by trained interviewers. Questions appear on the computer screen in programmed sequence as the interviewer presses the keys on the keyboard to record the respondent's answers. Accurate, instantaneous data entry is assured by the system. The computer system stores the database of telephone numbers and is used to control the sampling process, dial each sampled number, schedule call-backs, and record the disposition of each attempted call. CSR's CATI laboratory also allows for audio-visual monitoring of calls by lab supervisors.

Each phone number was given a maximum of 12 call attempts before it was treated as a "no answer" or "busy" number. Residential phones answered by automatic answering machines were treated the same as "no answer" calls (although counted separately). CSR interviewers did not leave messages on the answering machines of potential respondents in the sample which originally had phone numbers but simply returned the phone number to the sample pool for another calling attempt at a later time. Respondents who had replied to our solicitation for a phone number were left a message on the first attempt so that they would understand the purpose of the call and could arrange for a callback at a convenient time. Answering machine announcements that identified the phone number as a place of business, however, were recorded as such and not re-attempted.

In order to reduce non-response bias, CSR conducted "conversion calling." Non-response bias in surveys results when qualified respondents do not complete a survey, usually because they refuse to cooperate. In conversion calling, CSR's most highly trained interviewers call back households in which a respondent had previously refused to take the survey. First, CSR kept track of the "tone" of initial refusals. "Hard" refusals, those in which people explicitly asked not to be called again or were noticeably agitated or upset about receiving a phone call, were not called back at all. "Soft" refusals, those for which it seemed that interviewers only caught someone at a bad time, were called back and contacted again after an interval of at least three days. Respondents were removed from calling after three "soft" refusals.

Telephone surveys also risk biases owing to variation among members of a household in the likelihood of answering the telephone. For example, persons who do not work may be more likely to be available to answer the phone than are those who are employed. Various methods have been developed to randomize respondents within households in order to reduce these biases. For the ABS households sampled with phone numbers CSR used a “minimally intrusive method” which combines random selection (between two adults) by computer with the “last-birthday” method (if a household has three or more adults), in which interviewers ask to speak to the adult in the household who had the most recent birthday or, if last birthday is unknown, with the Kish selection process of enumerating first names or initials of eligible household members for random selection by the computer.¹ For ABS households without telephone numbers, the respondent was either the person named on the response card, or the person most familiar with the Reston Community Center if no name was given on the response card.

Table F-2: Survey Tasks and Dates, 2009

Task	Date
Questionnaire development	September 2009
Focus Group	October 13, 2009
First Pretest	November 3-6, 2009
Second Pretest	November 22, 2009
Advance letters sent out	November-December 2009
Telephone production begins	November 24, 2009
Close data collection	December 23, 2009

Survey Response

CSR completed a total of 1,125 interviews out of 4,060 potential phone numbers for a final response rate estimated at 31.8 percent of the number of eligible households in our telephone sample. That number combines the address-based sample where we had a phone number with results from those with no telephone contact but respondents acknowledged by mail that they wanted to be called. For this reason in the detailed summary at the end of this appendix we report these response rates separately. For those without phone numbers who responded to our solicitation by providing contact information, 68.7 percent ultimately responded to the survey (RR3). As shown in Table F-1, however, only 5.4% of those mailed actually completed the survey indicating that this portion of the sample was very inefficient. For the address-based sample where we had a phone number the response rate was 30.1%. If we consider the response rate overall by adding in the cases which never acknowledged our solicitation, and use industry accepted adjustments to conservatively estimate the number of households that were actually eligible and chose not to respond, then our response rate is calculated by dividing the number of completed interviews (1,125) by the number of potentially valid

¹ Programmed by CSR into the CATI system based on the method’s description in Louis Rizzo, J. Michael Brick and Inho Park “A Minimally Intrusive Method for Sampling Persons in Random Digit Dial Surveys,” *Public Opinion Quarterly*, Vol. 68, No. 2 (2004), pp. 267-274

respondents in the sample for an estimated 21.9 percent RR3². Noteworthy, however, is the rather conservative assumption that 87.3 percent of the 1836 cases where the disposition is unknown (because we received no response to our advance letter) were eligible. While the true response rate is unknown, it is likely to lie somewhere between our 31.8 percent combined phone response rate (excluding the no-response mailings) and the 21.9 percent total response rate which includes the unknown mailing cases.

The final disposition of each of the attempted phone numbers is shown in two tables at the end of this Appendix. The disposition report is presented in a format that has been recommended as an industry standard by the American Association for Public Opinion Research. The AAPOR rate was calculated by a custom analysis of the complete call history of each attempted number, using a program written in SPSS by CSR technical staff. Note that while CSR conducted a total of 1146 complete and partial interviews, only 1125 were included for analysis in the final dataset.

The margin of error for the survey is +/-2.9% for questions answered by all respondents (the error for subgroups is larger).³ This means that in 95 out of 100 samples of this size drawn from Small Tax District #5, the percentage results obtained for each question in each sample would fall in a range of ± 2.9 percentage points from each other. And if sampling error were the only source of error in the survey, the percentage results obtained for each question in the 2009 Citizen Satisfaction Survey would fall in a range of ± 2.9 percentage points from what would have been obtained if every household in the area with a working telephone had been interviewed. Larger sampling errors are present when analyzing subgroups of the sample or questions that were not asked of all respondents. There are other sources of error in surveys besides sampling error. These other sources of error may be difficult or impossible to quantify.

Subgroup Comparisons

Data analysis for this survey included a comparison of the responses for all opinion items by demographic subgroups in order to determine whether there were statistically significant differences between them. Statistically significant differences are those that probably did not result merely from sampling variability, but instead reflect real differences within the population. The demographic variables listed below were those used in our subgroup analysis:

Age. Five categories were used to compare age groups: 18 to 25, 26 to 37, 38 to 49, 50 to 64, and over 65.

Education level. Persons with some college or less, 4-year college degrees, and some graduate work or more were compared.

Employment Status. Six categories were used to compare employment status: those working full-time, those working part-time, those looking for work, homemakers, retired persons, and students.

Gender. Women were compared with men.

² Calculated according to the AAPOR suggested formula for RR3. We derived *e1* by taking the product of *e2* and the estimated residency rates calculated by the CASRO method. Partial interviews are not counted in the numerator of the RR3 formula but are counted in RR4 formula (see Table at the end of this appendix for details).

³ This margin of error is calculated using the finite population correction factor (fpc), which is defined as: $\sqrt{\frac{N-n}{N-1}}$ where N is the size of the population and n is the size of the sample. The size of the finite population is assumed to be 24,350 households in this calculation.

Homeownership. Homeowners were compared with renters. This is a particularly salient issue because the funding of the RCC is derived from the real estate property tax. Whereas all residents and businesses in Reston are affected by this tax, homeowners are likely to be more aware of the tax than are renters, who pay their landlord's tax expenses indirectly as an unspecified portion of their rent.

Household Income. Four categories of self-reported annual household incomes were compared: less than \$50,000, \$50,000 to \$100,000, \$100,000 to \$150,000, and greater than \$150,000.

Job Location. Those who work outside of Reston were compared with those who work within Reston.

Language. Those who primarily spoke a language other than English at home were compared to primarily English-speakers.

Length of residence in Reston. Five categories were used to compare length of residence: less than one year, one to four years, five to nine years, 10 to 24 years, and 25 years or more (including their entire life).⁴

Marital status. Those who are married were compared to those who are separated, divorced, widowed, or never married.

Presence of children in the household. We compared the responses of households with children living in them with those that do not have children.

Race/Ethnicity. Self-identified racial and ethnic groups were compared. Specifically, we compared Whites, African Americans or Blacks, Asians, and "other" or multiple races. In keeping with U.S. Census Bureau definitions that consider race and ethnicity as separate and overlapping identities, Hispanic ethnicity was ascertained in a separate question. The terms 'Hispanic' or 'Latino' refer to persons who trace their origin or descent to Mexico, Puerto Rico, Cuba, Spanish speaking Central and South America countries, and other Spanish cultures. Origin can be considered as the heritage, nationality group, lineage, or country of the person or the person's parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic or Latino may be of any race. (Definition accessed at <http://www.census.gov/population/www/socdemo/hispanic/about.html>.)

Demographic Overview

The respondents to the Reston Community Center Citizen Survey were much more likely to be female than male. Approximately sixty percent (59.1%) were female and just under forty-one percent (40.9%) were male. Almost twenty-eight percent (27.9%) of respondents were over 64, one-third (36.3%) were between the ages of 50 and 64, one-fifth were aged 38 to 49, and one-sixth (15.9%) were under age 38. The mean age of our respondents was 52 years.

Nearly two-thirds (64.5%) of respondents were married, with one-third (31%) of respondents reporting that they had children under 18 years of age living in the household. Of those, one-third (36.1%) had children under 5 years of age. Almost two-thirds (64.2%) had children between the ages of 5 and 11, and nearly every household with children had one or more children between the ages of 12 and 18.

Fifty-six percent of our respondents were working full-time, an additional eleven percent were working part-time, and three percent were looking for work. About five percent (4.7%) were

⁴ On the survey, there were six residence categories, including one indicating that the respondent had lived in Reston his or her entire life. Only ten respondents, however, indicated that they had lived in Reston their entire life. This category was therefore collapsed with the "more than 25 years" category for purposes of statistical analyses.

homemakers, twenty-three percent were retired, and about one percent were students. Of those who were employed, more than two-thirds (67.4%) worked somewhere other than Reston. In our sample, five percent reported that they or someone else in their household own commercial or rental property in Reston, and nine percent own or operate a business located in Reston.

Of those reporting their annual household income, ten percent of our respondents had annual household incomes less than \$50,000, one-third (31.3%) earned \$50,000 to \$100,000, twenty-seven percent earned \$100,000 to \$150,000, and one-third (31.1%) earned over \$150,000.

In terms of education, less than fifteen percent of residents interviewed had two years of college or less education. More than fifty percent (50.9%) said they had a four-year college degree. About forty percent (40.8%) said they had some graduate work or an advanced degree.

About two percent of our respondents (2.4%) were new to Reston, having lived there for less than a year, 16.2 percent had lived in Reston one to four years, 16.8 percent had lived there 5 to 9 years, 38.2 percent had lived there 10 to 24 years, and 25.5 percent had lived there more than 25 years or their entire life.

Over 90 percent (92.8%) reported English to be the primary language spoken in their household, whereas 7.2 percent reported some language other than English. Of those reporting languages other than English as their primary household language, nearly one-fourth reported that Spanish was the primary language in their household. Nearly one-third of the respondents checked “Other” for language. These responses can be reviewed in the open-end text in Appendix E.

An early task in the analysis of any survey is comparing the demographics of the sample with the demographics of the population being studied. When there are discrepancies, it is wise to “post-weight” the data in order to compensate for the differences. In post-weighting, greater statistical weight is given to respondents who are in categories under-represented in the original survey results, whereas those in over-represented groups are given lesser weight. The weighting procedure results in very small differences in the results, but increases their accuracy by making them more reflective of the actual study population with respect to the variables used in weighting. The current data were weighted based on homeownership and race, using the same population data that informed the weighting in the 2007 Reston Community center study. Table F-3 shows the unweighted survey percentages, the population percentages used for weighting, and the calculated weighting values.

Table F-3: Unweighted Survey & Population Proportions for Race by Homeownership

	2009 Survey		Population		Weighting values	
	Own	Rent	Own	Rent	Own	Rent
White	79.9	7.3	57.3	22.0	0.71715	3.0137
African-American	3.3	1.4	3.8	4.3	1.15152	3.0714
Asian	4.7	0.5	3.5	4.5	0.74468	9.0000
Other	2.1	0.9	2.1	2.5	1.0000	2.7778
Total	90.0	10.1	66.7	33.3	--	--

Before weighting to account for race and homeownership, eighty-six percent of our respondents were White, five percent were African American, five percent were Asian and four percent said they were American Indian, Pacific Islanders, or something else. After weighting, eighty-one percent of our respondents were White, eight percent were African American, six percent were Asian and five

percent said they were American Indian, Pacific Islanders, or something else. Separate from self-reported racial identity, nearly six percent (5.7%) said that they thought of themselves as Hispanic.

Prior to weighting to account for race and homeownership, 89.8% of respondents owned their own home, whereas 10.2% were renters. After weighting, more than two-thirds (69.6%) of respondents owned their own home, whereas the remaining one-third (30.4%) were renters. Full frequencies for all demographic variables can be found in Appendix B.

The following disposition reports detail the final resolution to every attempted phone number in the sample. The report form is arranged for calculation of AAPOR standard rates. One column ("All ABS") shows results if we include the portion of the address-based sample which had no phone number and for which no reply to a mailing solicitation for contact information was received.

Table F-4: Sample Disposition Report, 2009

Reston 2009 – Disposition Listing for All Samples					
[dispositions arranged for calculation of AAPOR standard rates]					
Disposition Code	Disposition Description	All ABS	All Telephone Cases	ABS: with telephone	ABS: Sent in phone number
1100	Complete	1125	1125	1018	107
1200	Partial	21	21	18	3
2110	Eligible: Refusal	315	315	313	2
2120	Eligible: Break-off	21	21	21	
2210	Eligible: Resp Never Avail	200	200	186	14
2221	Eligible: Ans Mach, No Mess	1350	1350	1340	10
2222	Eligible: Ans Mach, Message	16	16		16
2310	Eligible: Dead	2	2	2	
2320	Eligible: Phys/Mentally Unable	10	10	10	
2330	Eligible: Language Unable	69	69	69	
2340	Eligible: Misc. Unable	2	2	2	
3100	Unknown if HU (No reply to letter)	1836	--	--	--
3120	Busy	14	14	14	
3130	No Answer	55	55	55	
3140	Ans Mach (Don't Know if HU)	96	96	96	
3150	Technical Phone Problems	9	9	9	
3210	HU, Unknown Eligible: No Scnr	289	289	285	4
3220	HU, Unknown Eligible: Other	11	11	11	
4100	Out of Sample	33	33	32	1
4200	Fax/Data Line	58	58	58	
4310	Non-working Number	91	91	90	1
4320	Disconnected Number	190	190	190	
4410	Number Changed	8	8	8	
4420	Cell Phone	N/A	N/A		
4430	Call Forwarding	0	0		
4510	Business/Govt/Other Org	71	71	65	6
4520	Institution	0	0		
4530	Group Quarter	0	0		
4700	No Eligible Respondent	4	4	4	
4800	Quota Filled	0	0		
Total		5896	4060	3896	164

Table F-5: Sample Disposition Report, 2009

Reston 2009 – AAPOR Standard Rates Calculation				
[Dispositions summary for all Telephone Samples]				
AAPOR Standard Rates and Dispositions Summary	All ABS (includes mailed with no response)	All Telephone Cases	ABS: with telephone	ABS: Sent in phone number
<i>Estimated Residency 1</i>	0.873	0.872	0.868	0.950
<i>Estimated Residency 2</i>	--	0.978	0.977	0.992
Response Rate 1	0.207	0.316	0.299	0.687
Response Rate 2	0.211	0.322	0.304	0.707
Response Rate 3	0.219	0.318	0.301	0.687
Response Rate 4	0.223	0.324	0.307	0.707
Response Rate 5	--	0.364	0.347	0.705
Response Rate 6	--	0.371	0.353	0.725
Cooperation Rate 1	0.719	0.718	0.700	0.955
Cooperation Rate 2	0.732	0.732	0.713	0.982
Cooperation Rate 3	0.759	0.758	0.742	0.955
Cooperation Rate 4	0.773	0.773	0.756	0.982
Refusal Rate 1	0.062	0.093	0.097	0.013
Refusal Rate 2	0.065	0.095	0.099	0.013
Refusal Rate 3	0.107	0.107	0.112	0.013
Contact Rate 1	0.288	0.434	0.421	0.718
Contact Rate 2	0.304	0.438	0.425	0.718
Contact Rate 3	0.500	0.500	0.488	0.737
Complete Interview	1125	1125	1018	107
Partial Interview	21	21	18	3
Refusal and Break-off	336	336	334	2
Non-contact	1566	1566	1526	40
Other eligible but unable	83	83	83	0
Unknown if household	2010*	174	174	0
Unknown if other	300	300	296	4
Ineligible Numbers	455	455	447	8
Total Dialed Attempts	19252	19252	18682	570
TOTAL	5896	4060	3896	164
% of Overall	1	100.0%	96.0%	4.0%

*1836 No reply to letter + 174 telephone unknowns