



**Reston Community Center
Board of Governors Monthly Meeting
April 1, 2024
8:00 p.m.
Meeting Agenda**

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| 8:00 – Call to Order | Beverly Cosham, Chair |
| 8:02 – Approval of Agenda | Beverly Cosham, Chair |
| 8:03 – Approval of Minutes and Board Actions | Beverly Cosham, Chair |
| <ul style="list-style-type: none"> • Approval of March 4, 2024 Board Minutes
(as reviewed and approved by the Board Treasurer for the Secretary) • Approval of March 4, 2024 Board Actions
(as reviewed and approved by the Board Treasurer for the Secretary) | |
| 8:05 – Chair’s Remarks | Beverly Cosham, Chair |
| 8:08 – Introduction of Visitors | |
| 8:10 – Citizen Input | |
| 8:12 – Committee Reports | Beverly Cosham, Chair |
| <ul style="list-style-type: none"> • March 11 Community Relations & Program/Policy Joint Meeting • April 1 Long Range Committee Meeting | Dick Stillson, Chair
Bill Bouie, Chair |
| 8:20 – Board Member Input on Activities Attended | |
| 8:25 – Executive Director Report | Leila Gordon, Executive Director |
| 8:30 – Old Business
New Business | Beverly Cosham, Chair |
| 8:40 – Adjournment | |

Reminders:

Events	Date	Time
Meet the Artists: Beverly Cosham	April 4	2:15 p.m.
PTAS: Trout Fishing in America	April 6	8:00 p.m.
Founder’s Day at Lake Anne	April 6	12:00 to 4:00 p.m.
Meet the Artists: Miles Stiebel	April 11	2:15 p.m.
Meet the Artists: Linda Monson and Her Studio	April 18	2:15 p.m.
PTAS: Okaidja Afroso	April 24	8:00 p.m.



**SUMMARY OF MINUTES
RESTON COMMUNITY CENTER
BOARD OF GOVERNORS MEETING
March 4, 2024
8:00 p.m.**

Present:

- Beverly Cosham, Chair
- Paul Berry
- Bill Bouie
- Dick Stillson
- Paul Thomas
- Vicky Wingert
- Shane Ziegler

Absent and Excused:

- Lisa Sechrest-Ehrhardt
- Bill Penniman

Attending from RCC Staff:

- Leila Gordon, Executive Director
- BeBe Nguyen, Deputy Director
- Ozun Dalaran, Public Information Officer
- Rebekah Wingert, Videographer

Bev welcomed everyone and called the meeting to order at 8:00 p.m.

MOTION #1:

Approval of the Agenda

Paul T. moved that the agenda be approved. Dick asked clarification if the March 11 meeting should be included in the event list. Leila clarified that these are public programming events. Bill B. seconded the motion. The motion passed unanimously.

MOTION #2:

Approval of the February 5, 2024 Board Minutes

Paul T. moved that the Board approve the February 5, 2024 Board Minutes. Dick seconded the motion. The motion passed unanimously.

MOTION #3:

Approval of the February 5, 2024 Board Actions

Paul T. moved that the Board approve the February 5, 2024 Board Actions. Dick seconded the motion. The motion passed unanimously.

Chair's Remarks

Bev said that thanks to Paul Douglas Michnewicz, RCC's Arts and Culture Director, we were privileged to see V (formerly Eve Ensler) at the CenterStage, interviewed by Arena Stage Artistic Director Emeritus Molly Smith. She said she was happy to learn about the things V did to improve the lives of women over the years. Toward the end of the discussion, the audience was invited to ask questions.

This prompted Bev to ponder some questions herself, although she chose not to share them at the event. These were: How can we come to reconciliation – when people frantically rewrite history? When will the supreme court make unbiased decisions? How can we change the thinking of people who act as if they are in a cult? How can we reach people who are just checked out?

March 4, 2024 Board of Governors Meeting Minutes

She said she has hope, although some days it has to be deferred. As expressed in song lyrics, let silent men and women find their voices before it is too late. She read an Emily Dickinson poem.

“Hope is a Thing with Feathers”

“Hope” is the thing with feathers -
That perches in the soul -
And sings the tune without the words -
And never stops - at all -

And sweetest - in the Gale - is heard -
And sore must be the storm -
That could abash the little Bird
That kept so many warm -

I’ve heard it in the chillest land -
And on the strangest Sea -
Yet - never - in Extremity,
It asked a crumb - of me.

No citizen input was provided.

Committee Reports

February 5 Long Range Planning Meeting

The agency FY24 Third Quarter budget submission was presented. RCC’s financial standing is good. Draft slides and materials for the February 12 Community Relations and Program/Policy combined meeting were reviewed. The committee also discussed a personnel matter.

February 12 Community Relations and Program/Policy Joint Meeting

Dick reported that during the meeting, many participants shared their ideas on the future of RCC facilities. Specific ideas have been documented in the minutes. One prominent theme was the desire for more informal activities. Some participants expressed concern about the need for advance registration. People felt RCC should consider offering activities that do not require advance registration, such as drop-in classes.

Additionally, there were requests for a café in a new community center, as well as specific classes like pilates, knitting, crochet and dance for disabled individuals. Equipment and space support for Do It Yourself (DIY) projects and construction classes were also suggested, including a means to work on electronic projects and makerspace options.

Leila noted that the questions in the upcoming survey may explore these ideas further and help inform the board and staff planning for a new facility. A follow-up meeting is scheduled for next week to discuss the survey in more detail and help UVA’s Center for Survey Research refine facility-related questions.

February 26 Personnel Committee Meeting

The personnel committee discussed the position announcement and job description for the RCC Executive Director.

MOTION #4

Approval of the position announcement for RCC Executive Director

Bill moved to approve the provided position announcement draft for moving forward to the Fairfax County Department of Human Resources to advertise. Paul T. seconded the motion. The motion passed unanimously.

MOTION #5

Approval of the Committee Reports

Paul T. moved to approve the committee reports. Bill B. seconded the motion. The motion passed unanimously.

March 4, 2024 Board of Governors Meeting Minutes

Board Member Input on Activities Attended

Shane attended the February 12 Community Relations and Program/Policy (CRPP) Joint Meeting and noted that space remains a significant concern. He is eager to explore how new space can address these needs. He noted that the distinction between Reston Association and RCC is still not clear for some.

Dick also attended the CRPP meeting.

Paul T. attended the Personnel Committee and the CRPP meetings. He said that the notes are a good capture of the needs and wishes that were expressed, and he was able to listen to the groups as he was walking in the room. He also attended the Lúnasa concert and found the performers calling out to Leila and others lovely. He was also present at the Leadership Fairfax Northern Virginia Leadership Awards.

Bill B. said he attended those meetings, and he is pleased that the search for the new Executive Director starts soon with the position description going to Fairfax County Human Resources for publicizing and advertising.

Vicky attended the CRPP meeting. The basketball season is over but spring march madness is approaching. She also mentioned that the South Lakes Seahawks are playing in the state finals this Saturday at 1 p.m.

Paul B. attended the CRPP meeting with his son. He is interested in the underwater and outdoor RCC egg hunt events.

Bev attended the meetings mentioned. She found the February "Soul to Soul" performance incredible with Jewish music combined with Black music in a beautifully performed concert. She enjoyed hearing V talk. She attended the Leadership Fairfax Awards.

Executive Director Report

Facilities - The Energy Utilization Project is moving along and will soon be reviewed by the Design Review Board of RA. Efforts for space planning in administrative and staff areas are also ongoing.

Equity – Several equity-focused programs happened in the last month. Dan + Claudia Zanes, who were in the CenterStage in January, visited schools last week. The Lunar New Year celebration was well-attended and featured simultaneous Chinese translation, which was appreciated by attendees. Cheri is coordinating "Unforgettable," a program that provides a trained docent in neurocognitive skills to engage with individuals from assisted living facilities while they explore art at the Jo Ann Rose Gallery at RCC Lake Anne.

Community Connections – We continue to host the James Bland Music Competition annually, collaborating with the Lions Club to support dedicated teens interested in classical music. Additionally, we continue to work with our neighbors at the Lake Anne of Reston Condominium Association (LARCA) to see if we can provide a summer concert series at Lake Anne and support Reston nonprofit events in that location.

Programs and Services – several weather challenges occurred in February, but we were able to have high enrollment and participation numbers.

Communications – The updated Around the Center Newsletter has been well received and attendance at the February CRPP meeting was very good.

Stewardship and Accreditation – Brian Gannon was recognized for his 20 years of service to Fairfax County government. Recruitment for our Box Office Manager will continue since the selected candidate withdrew their application. The RCC Policy & User Manual has been revised and will come to the Board for review in April, along with select Operating Guidance Memoranda on planning and pricing.

She's excited that artistic placemaking efforts, such as murals and public art pieces, are being considered countywide. We've experienced that in Reston for many years. She's enjoying the growth of support for the arts across all of Fairfax County's communities. County agencies are regularly collaborating to advance opportunities for people to participate in the arts and enjoy those experiences.

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Old Business

No continuing business was discussed.

New Business

No new business was presented.

Bill B. shared that the Park Authority continues their efforts in advancing equity and diversity. They are conducting a community equity survey and Bill encouraged everyone to participate.

Paul T. announced that the South Lakes High School basketball team competes in the state semifinals this coming weekend. He also mentioned that tickets might be purchased online in advance. Dick inquired about streaming options for the games. Paul confirmed that streaming is available, although there is a subscription fee.

Bev noted a feature of the music played by Lúnasa – many tunes start similarly but diverge in surprising and beautiful ways – she marvels that they can keep all that music in their heads and perform it so flawlessly.

Bev adjourned the meeting at 8:33 p.m.



Paul Thomas for Lisa Sechrest-Ehrhardt

March 8, 2024

Date

March 4, 2024 Board of Governors Meeting Minutes

BOARD ACTIONS TAKEN AT BOARD OF GOVERNORS MEETING ON March 4, 2024

- 24-0304-1 Bd That the Board approve the agenda.
- 24-0304-2 Bd That the Board approve the February 5, 2024 Board Minutes.
- 24-0304-3 Bd That the Board approve the February 5, 2024 Board Actions.
- 24-0304-4 Bd That the Board approve the position announcement for the RCC Executive Director.
- 24-0304-5 Bd That the Board approve the committee reports.



Paul Thomas for Lisa Sechrest-Ehrhardt

March 8, 2024

Date



**SUMMARY OF MINUTES
RESTON COMMUNITY CENTER
BOARD OF GOVERNORS
LONG RANGE PLANNING COMMITTEE MEETING
February 5, 2024
6:30 p.m.**

Present:

- Bill Bouie, Chair
- Beverly Cosham
- Bill Penniman
- Lisa Sechrest-Ehrhardt
- Paul Thomas
- Vicky Wingert

Absent and Excused:

- Paul Berry
- Dick Stillson
- Shane Ziegler

Attending from RCC Staff:

Corrected 04/01/24 to reflect accurate attendance.

- Leila Gordon, Executive Director
- BeBe Nguyen, Deputy Director
- ~~Nicholas Burt, Assistant Customer Relations Director~~
- ~~Lorna Campbell-Clarke, Communications Director~~
- Ozun Dalaran, Public Information Officer
- ~~Brian Cannon, Accreditation Specialist~~
- ~~Ram Leary, Customer Relations Director~~
- ~~Matt McCall, Aquatics Director~~
- ~~Paul Michniewicz, Arts and Culture Director~~
- ~~Margaret Parker, Offsite and Collaboration Director~~
- ~~William Parker, Facility Services Director~~
- ~~Haran Rashid, Network Administrator~~
- ~~Renata Wejsicki, Finance Director~~

Bill B. called the meeting to order at 6:34 p.m.

Leila presented the third-quarter transmittal memo for review and approval. Nothing out of the ordinary was noted. She noted that the staff projections didn't include funding for possible Lake Anne Plaza sponsorship purchase or a potential concert series there. Agreements are set to be finalized very soon via LARCA attorney and acceptance from us. Leila also emphasized that we are returning to pre-COVID levels for programming participation.

Moving forward with the budget, Leila highlighted that the survey results will also be important in determining how the capital reserve budget is managed and spent in the future. Potential Fairfax County venues in the future, such as an arts center or the Fairfax County Park Authority's health and wellness center, were mentioned.

Paul asked why there was no allocation to the Economic and Contingency Reserve line in the draft fund balance. Leila said it was a mistake that will be fixed, the amount was simply on the line below where it belonged. Plans for the RCC on Wheels and offsite programming are in progress, with a rental vehicle to be used in the pilot phase of this project in Fall 2024.

February 5, 2024 Board of Governors LRP Committee Meeting Minutes

Paul moved that the FY24 Third Quarter Transmittal memo, as presented to the board, be approved for submittal to the Department of Management and Budget. Bill P. so moved. Bill B. seconded the motion. The motion passed unanimously.

Leila presented the draft agenda and the slides for February 12 Community Relations & Program/Policy (CR/PP) Joint Meeting. Leila and BeBe will meet with Kara Fitzgibbon of the University of Virginia to discuss the survey-related slides. During the meeting, the conversation will break into groups to discuss the facilities topic. Paul suggested that we mention upcoming capital projects on the horizon, such as the arts center and health and wellness center, to ensure they are not seen as the reason for the survey implementation. Bill B. commented that the health and wellness center is distinct from a rec center; Paul suggested we just spell out "Fairfax County Park Authority" to clarify the originator of that project.

There is growing participation in our offerings, approaching 2019 levels. For instance, ceramics studio booking is managed now through a lottery system. Fitness and yoga studio use is at capacity. Storage is in high demand or nonexistent for RCC programs and rental patron furniture. Open-ended questions will guide us to areas that Kara can incorporate into the survey for investigation.

Paul emphasized that specifics about RCC program content is crucial – i.e., what do people want to see us offer and how the facilities should be designed to achieve that. Our customer surveys indicate a desire for larger exercise rooms and expanded offerings. Cooking classes are in high demand but are not currently offered due to the kitchen limitations; these are examples of specialized facility spaces people are interested in seeing expanded.

Bill P. inquired if there is interest in attending the forum from new high-rise buildings' residents. Leila said it may be negligible and hard to gauge because those apartment and condo complexes have similar amenities to RCC locations within them. Paul suggested reaching out through our board member connections. Leila noted this is also the logic for expansion of our offsite programming.

Leila concluded by stating that we are hopeful about achieving strong participation. Opportunity Neighborhood constituents and other patrons have been notified, and our outreach efforts are ongoing. Additionally, a dedicated homework area is being staffed for families to be able to attend.

At 7:15, a motion was made to recess and go into Executive Session.

Bill Bouie: I move that the Board recess and go into closed session for discussion and consideration of matters enumerated in Virginia Code Section 2.2-3711 and listed in the agenda for this meeting as follows: Discussion or consideration of personnel matters pursuant to Virginia Code Section 2.2-3711(A) (1). Paul seconded. The motion passed unanimously.

At 7:50 p.m., a motion was made to close the executive session and provide the appropriate certification of matters discussed.

Bill Bouie: I move that the Board certify that, to the best of its knowledge, only public business matters lawfully exempted from open meeting requirements and only such public business matters as were identified in the motion by which closed session was convened were heard, discussed, or considered by the Board during the closed session. Paul seconded the motion. The motion passed unanimously.

There being no further business, the meeting was adjourned at 7:52 p.m.



**SUMMARY OF MINUTES
RESTON COMMUNITY CENTER
BOARD OF GOVERNORS
COMMUNITY RELATIONS & PROGRAM/POLICY JOINT MEETING
February 12, 2024
6:30 p.m.**

Present:

- Dick Stillson, Chair
- Lisa Sechrest-Ehrhardt, Chair
- Paul Berry
- Bill Bouie
- Beverly Cosham
- Bill Penniman
- Paul Thomas
- Vicky Wingert
- Shane Ziegler

Attending from RCC Staff:

- Leila Gordon, Executive Director
- BeBe Nguyen, Deputy Director
- Nicholas Burt, Assistant Customer Relations Director
- Lorna Campbell Clarke, Director of Communications
- Suzanne Connell, Personnel Specialist
- Ozun Dalaran, Public Information Officer
- Brian Gannon, Accreditation Specialist
- Pam Leary, Customer Relations Director
- Kevin Danaher, Leisure and Learning Director
- Matt McCall, Aquatics Director
- Paul Michnewicz, Director of Arts and Culture
- Margaret Parker, Offsite and Collaboration Director
- William Parker, Facility Services Director
- Harunor Rashid, Network Administrator
- Renata Wojcicki, Finance Director

Bev called the meeting to order at 6:33 p.m. and welcomed everyone. She then introduced Dick Stillson, the chair of the Community Relations Committee.

Dick emphasized Reston Community Center's reliance on community feedback and input to ensure alignment with Reston's expectations for our programs and services. He introduced Lisa Sechrest-Ehrhardt, the chair of the Program/Policy Committee. Lisa announced the launch of our community survey which occurs in five-year intervals. It is crucial for RCC to glean insights from patrons and constituents regarding changes, evolving demands, and ways to better serve the community. The results will inform our future and facility adaptations.

Leila welcomed everyone and pointed attendees to the printed agenda and slides. She introduced the staff and board members and said they would observe group discussions. She thanked the facilitators from Leadership Fairfax who would be conducting the breakout sessions. Leila described the RCC wanting to closely match community expectations, which is why we solicit feedback through the survey. These results will be instrumental in seeing Reston's need and adds information to Park Authority, Reston Association and Reston Town Center Association findings. She described the longstanding relationship between RCC and the UVA Center for Survey Research, noting that having conducted surveys every five years with benchmark questions allows us to see how Reston's leisure-time pursuits are evolving.

UVA Presentation on 2024 Community Survey

Leila introduced Dr. Kara Fitzgibbon, Director of The Weldon Cooper Center for Survey Research (CSR) at University of Virginia. Kara said they are happy to be supporting RCC again and hoping the results of this survey will guide the board and staff leadership. She emphasized that understanding the needs and priorities of the entire community is crucial and ensuring the statistical validity of this data is essential to represent all of Reston inclusively. She noted that survey research is not always easy. Identifying the challenges and the goals we aim to achieve are important.

She further talked about mixed-probability sampling. The implementation of a probability-based sampling method is integral to achieving statistical generalization in our survey efforts. One such method, address-based sampling (ABS), ensures total coverage of residential addresses and is further utilized to enhance representation across various demographics. Tracking responses and calculating response rates are crucial. Additionally, mixed probability sampling supports statistical generalization. The 2024 survey will utilize an address-based sample, with geographic results meticulously recorded. It's important to note that CSR samples households rather than individuals, aiming to capture the perspectives of current residents in our data collection efforts.

Another strategy involves representation through a stratified sampling approach. Collaborating with RCC and the board, the team's survey aims to identify key features and concerns within the community, tailoring the sample in alignment with community demographics. Tracking respondents and calculating response rates is imperative; this includes monitoring who is invited to participate and their corresponding response rates. By accounting for factors such as vacant or vacation homes, as well as declined invitations, CSR can accurately assess response rates. In addition to probability sampling, CSR will concurrently implement a non-probability open-source sample.

She discussed the survey design, which involves a dual-mode approach utilizing both mail and web input methods. The survey will commence with a series of postal mailings to all sampled households, followed by targeted reminders and delayed web referrals to encourage participation. This tailored design method includes providing clear instructions for completing the survey online. Throughout the data collection process, CSR will adhere to the tailored design method to optimize response rates and data accuracy.

Additional design elements include a shortened questionnaire for efficient data collection, with questions tailored to address timely and prioritized community sentiments. This year, the survey will be administered in Spanish via web interface, following the decision to streamline language options based on past utilization instead of translating to several languages used in Reston.

In data preparation, they will track and deduplicate probability responses from each household. If they detect over or under representation, adjustments will be made to ensure outreach to all demographics. Underrepresented demographics will have responses weighted to better align with the community's demographics. Analyzing the data to generalize results and understand the overall opinions of Reston residents with statistical validity is the goal.

Leila mentioned that Kara will return on March 11 to talk about the survey delivery design and questions. Today, we will discuss patrons' ideas to influence the survey question areas. She noted that the concept of RCC on Wheels, which was previously discussed in meetings last year, is currently in progress. Staff will rent a vehicle to test events and programs in neighborhoods this fall while awaiting the RCC on Wheels customized vehicle delivery.

Leila encouraged the participants to discuss RCC facilities, led by the three facilitators from Learnership Fairfax. This is crucial for long-term strategic planning, considering the 45-year history of RCC Hunters Woods (RCC HW) and RCC Lake Anne (RCC LA) that has been occupied since 1999. With a looming deadline for the RCC LA lease, it's imperative to start thinking about future RCC facilities. We welcome input on improvements and changes the community desires in new facility planning or current buildings if feasible. She asked participants to note that the Reston Arts Center and Fairfax County Park Authority Health and Wellness Center are future capital projects on the County's planning horizon.

February 12, 2024 BOG Community Relations & Program/Policy Joint Meeting

An attendee inquired about how RCC and CSR would assure that anyone who is identified to participate in the survey or who wants to take it in the non-probability sampling in a language other than English could do so. Leila and Kara assured that there will be options for that; Kara explained that the postcard identifying probability sample participants can have translated instructions for obtaining a version in another language.

Group Brainstorming: What Is Missing from RCC Facilities Now or What Could Be Improved?

Groups conducted discussions with Leadership Fairfax facilitators.

Group One reported what they want to see in the future and current priorities. Given that existing spaces are already at capacity, RCC should explore ways to create more options for programs. Additionally, improving streaming capabilities would enhance accessibility. To accommodate individuals with auditory challenges, RCC should consider acoustic improvements and sound management. Participants mentioned issues related to difficulties with the registration system, myRCC (WebTrac). They also asked for more drop-in fitness and dance classes. They want flexibility – both short-term and on-and-done commitments instead of signing up for a whole season. While art offerings are currently full, we should explore additional options and consider expanding any new facility to meet demand. Consider adding amenities like woodworking areas, Pilates equipment such as reformers, and even a café with a play area for children. They want versatile spaces that can accommodate multiple activities, such as performances and rehearsals, that would benefit the community. Offering open swim hours and supporting a children's choir were some other ideas. For such a choir, convenient transportation for children attending this after-school activity is crucial.

Group Two suggested implementing regular programs and tutoring options for middle school students. Additionally, they emphasized the need for advertising school sports activities and using RCC's voice to amplify the need for revitalizing Lake Anne. Guided tours of Reston once a month would allow newcomers to explore facilities and the Reston area. The demand for drop-in classes is high. A suggestion was made for senior citizen soccer, softball and other teams organized by RCC. In addition to CenterStage and the Community Room, patrons also requested practice rooms for performing arts and musicians. An easily accessible catalog and streamlined electronic processing are desired. Other suggestions included knitting and crochet classes, DIY projects dedicated workshops, more STEM and electronic projects and classes spaces, babysitting nights so that parents can have date nights, real-time feedback surveys, game rooms for both kids and adults, and additional meeting room space.

Group Three noted that heating in the community room is sometimes insufficient. They suggested the community needs access to SACC centers, an additional sauna, language classes, more technology literacy classes for seniors, more recreational space for games and clubs, pool tables, and space for leisure activities similar to a college student center. There is a need for education on what is currently offered by RCC. They also requested culturally sensitive programming and dance classes for people with different abilities, mental health support groups, a café, practice spaces for musicians and small theatre groups. Additionally, they suggested pickleball areas, outdoor gym space, indoor gardening spaces, compost collection, ATMs, other banking and financial advisory services, as well as a kitchen for teaching, among other ideas.

Leila stated that we are considering some of these initiatives and mentioned that space is one of the current challenges. She described RCC planning cycles. The Summer Guide is being prepared for printing. New ideas could show up in the fall and other later seasons. Additionally, we aim to integrate these ideas with facility improvements. The ideas will help CSR formulate relevant questions for the upcoming survey.

She reminded everyone that RCC continuously seeks feedback from the community to enhance our services. Every offering includes a customer satisfaction survey, and everyone can send a comment or concern to RCC Contact. RCC staff responds to those inquiries within 48 hours, and Leila personally reviews them. Our website features a community calendar for event promotion by Reston-based organizations that is available to the public. We are also in the process of developing an RCC app. While

February 12, 2024 BOG Community Relations & Program/Policy Joint Meeting

Vermont Systems' RecTrac software has limited customization options, we are working to improve it beyond its core architecture. Various organizations that use different software products for these operations also face their own enrollment and facility rental reservation challenges.

Leila asked if there was anyone who wanted to make a statement for the public record.

Susan Meeks-Versteeg of Reston Chorale: Asked if the proposed Reston Arts Center will be a Reston, county, or region-wide center and if it will be open to other artist organizations in the area? Leila clarified that it would be a Fairfax County facility and that county groups would therefore get priority access to it. There may be potential partnership between the county and RCC that would benefit Reston. Users from outside Fairfax County usage can be considered but priority consideration of county groups will likely fill the availability quickly.

There being no further input, the meeting was adjourned at 7:54 p.m.

**RCC Board of Governors
Community Relations and Program/Policy
Joint Meeting – February 12, 2024
Transcribed Facilitator Notes**


Attendees were asked to provide feedback about possible new RCC facilities, improvements to existing RCC facilities and programming suggestions. Repeated suggestions have been incorporated without repeating the entry.

Provide streaming capabilities in RCC spaces (Community Room, etc.)	Improve acoustics and audio experience for people who have hearing challenges in current and any new facilities.
Prefer more casual drop-in programming options – e.g., Sunday dances, swimming, fitness classes. Don't require registration/reservations.	Increase the number of pottery and sculpture offerings – new facility space.
Have a larger facility than current RCC Lake Anne	Lease more space at Lake Anne
Incorporate more diverse cultures and cultural offerings.	Woodworking space; maker space for electrical projects. STEM repair shop.
Pilates reformer – fitness options with bigger/more equipment.	Café
Need multiple performance spaces.	Practice rooms for musicians.
A shuttle.	Indoor play area (drop-in, waiting area).
Drop-in swimming hours.	Transportation for young people to after-school activities.
Better acoustics in meeting spaces.	More trips and tours for seniors.
Pre-school expo.	More regular programming for elementary and middle school-aged children.
Volleyball, basketball options at Cathy Hudgins Community Center at Southgate.	Better technology options for engaging and purchasing: QR codes, pay by cellphone.
More active programs for older adults, e.g. softball, walking, other sports.	myRCC (WebTrac) is difficult to use.
More social experiences like Community Coffee.	Open Mic for young people.
Develop an RCC "App" for easy use/purchasing.	Community bulletin board for people to post whatever they want.
Amateur comedy night/standup.	Knitting and crochet group.
DIY construction classes.	Drop-in tutoring center.
Babysitting nights (Kids Night Out).	Ways to give instant feedback – like the green/yellow/red "How was your experience here today?" kiosks.
Intro to Reston Tour – for newcomers, monthly.	Teen Lounge and Game Room (pool table, ping pong, etc.) Similar space for all ages.
More meeting rooms.	EV charging stations.
Online game tournaments.	Better temperature controls in current space (e.g., the Community Room).
Improved access to SACC (School Aged Child Care) centers.	Sauna
Language classes for non-native speakers of English.	Tech literacy and online safety for older adults.
Mental Health Support Groups	Cultural sensitivity – specifically, no cameras in spaces where gender-specific offerings occur.
Better marketing and communication about adult education offerings.	Continue and increase excellent offerings in Aquatics, Arts, Lifelong Learning, Fitness, etc.
Black box theatre; digital studio	Racquetball/pickleball courts.

Outdoor gym near playground.	Splash zone.
Indoor garden/greenhouse.	Ropes course.
Industrial compost collection.	Teaching kitchen.
ATMs; side-by-side with financial literacy offerings. Financial counseling (one-on-one).	Teaching kitchen.

Universal agreements:

- RCC should retain a presence in the Lake Anne neighborhood even if the leased space at Lake Anne is no longer used after 2039.
- People want to be able to engage on the spur of the moment in casual ways – whether using the pools, or in other formerly “drop-in” and now “reservations required” offerings.
- Drop-in social features should be incorporated in new facility planning.
- Wi-fi and streaming capabilities should be robust in any new facility and continue to improve as much as possible in existing RCC buildings.
- Accessibility – language, auditory, financial, transportation, cultural – is critical to RCC success.



Reston Community Center

RCC Community Survey 2024

Considering RCC Facilities – Present and Future Needs

1

Introduction

Dick Stillson, Chair: Community Relations Committee
 Reston Community Center (RCC) relies on feedback and input from our community to help us make sure we meet Reston's expectations for our programs and services. We are always delighted to share time with our neighbors and constituents and appreciate everything you will be sharing with us tonight.

Lisa Sechrest-Ehrhardt, Chair: Program/Policy Committee
 Every five years, RCC contracts with the University of Virginia's Center for Survey Research to do a Community Survey of Reston's Small District 5. The last one was completed in 2019. This year, we'll track demographic shifts, changes in programming and services expectations, and how RCC facilities should meet community needs.

2

Goals

- A statistically valid survey process.
- An avenue for public participation on a voluntary basis.
- Identifying key areas for investigation by engagement now to help keep the time required by survey takers manageable.
- Assuring that findings will be relevant to community opportunities and the ability of RCC to plan resourcing responsibly.
- Developing a short and long-term strategy to achieve goals the community supports.

3

Center for Survey Research

University of Virginia Presentation

4

Tonight – Small Group Discussion

- Break into small groups
- Leadership Fairfax facilitators
- Questions:
 - What is missing from RCC facilities now or what could be improved?
 - e.g., improved wi-fi capabilities; streaming capability in any new facility.
 - What should new facilities provide?
 - space dedicated to specific programs – what those might be.

Keep in mind: A Reston Arts Center and Fairfax County Park Authority Health and Wellness Center are future capital projects.

5

Report Out & Input

- Group Reports
- Individual Input – please provide name, address, organization (if applicable.)
- Speak for up to three minutes (individual)
- Five minutes (organization)
- RCC will review a draft survey design in the March joint committees' meeting.

Thank you for your participation!

6

Reston Community Survey 2024 Planning

RCC Community Relations & Program/Policy Meeting
February 12, 2024

Dr. Kara Fitzgibbon, Director Center for Survey Research
karaf@virginia.edu



1

Survey Design Objectives

- Produce data that are:
 - Statistically valid
 - Representative
 - Inclusive
- Success depends on how and from whom survey data are collected

2

Mixed-Probability Sampling

- Probability-based sample
 - Supports statistical generalization
 - Address-based sample (ABS) = total coverage of residential addresses
 - Stratified to increase representation
 - Track response, calculate response rate
- Nonprobability open-source sample
 - Opportunity for any community member to participate

3

Survey Design

- Dual-mode, mail and web (ABS only)
 - Series of postal mailings to all sampled HH
 - Targeted reminders to non-responding HH
 - Delayed web referral
 - Tailored Design Method (TDM) principles to maximize response
- Open-source web administration
 - Paper packets available on request

4

Additional Design Elements

- Modified, shortened questionnaire
- Spanish web administration
- Data preparation
 - Deduplicate probability responses
 - Weight data
 - Aggregate probability and nonprobability; analyze separately

5

**PUBLIC INPUT DOCUMENT FOR FEBRUARY 12, 2024
COMMUNITY RELATIONS & PROGRAM/POLICY JOINT MEETING**

1) Lisa McCloughry - February 7, 2024

I would appreciate the ability to attend this gathering remotely. This is exclusionary to people with immunity issues. Just handing in questions or issues is not the same as hearing the discussion.
Lisa McCloughry – lmcccloughry@yahoo.com

Response:

Thank you for sending your comment below. We are videotaping the event and the tape will be posted to our RCC YouTube channel in the Board Meetings section following the event. We don't yet have sufficient wi-fi connectivity reliability in the Community Room to be able to provide adequately for hybrid meetings. We welcome your input prior to the meeting and following your viewing of the video
Warm regards,

Leila
Leila Gordon

Thank you for your quick response to my concerns. I would like to contribute that Reston facilities be upgraded to provide for hybrid meetings. I think it is important for all residents to have equivalent access to meetings.

Thank you,

Lisa McCloughry – lmcccloughry@yahoo.com

Response:

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Warm regards,

Leila
Leila Gordon (she)

2) **From:** Malka Pattison <mlpattison@gmail.com>
Sent: Wednesday, February 7, 2024 6:43 PM
To: RCC Contact <RCCContact@fairfaxcounty.gov>
Subject: RCC Pools

The warm water pool was instrumental to my recovery from two knee replacements. Both pools and the spa continue to play a role in managing my arthritis pain and increasing my mobility. Additionally, the aerobics instructors are top-notch, well trained, and dedicated.

RCC pool staff are terrific, from the warm welcome and registration assistance at the front desk to the conscientious life guards.

Mathew McCall deserves a lot of credit for managing the facilities and team so well.

Malka Pattison

**

From: Malka Pattison <mlpattison@gmail.com>
Sent: Thursday, February 8, 2024 2:15 PM
To: RCC Contact <RCCContact@fairfaxcounty.gov>
Subject: Grab bars for locker room safety

Hello:

I'd like to suggest adding grab bars in the two semi-private dressing rooms in the womens' locker room. This would free up the single handicap shower. Those of us with disabilities need something to hold on to as we get into and out of our bathing suits.

This suggestion may also apply to the mens' locker room.

I appreciate your consideration.

Malka

Response:

Hello Malka,

Thank you for the suggestion below. We will examine if that can be accomplished during the period we are closed for energy conservation renovations this upcoming summer. We will also record the input in our meeting minutes for the February 12 community engagement event.

Warm regards,
Leila Gordon

3) **From:** Juliette Rossant <juliette.rossant@usa.net>
Sent: Friday, February 9, 2024 12:24 PM
To: RCC Contact <RCCContact@fairfaxcounty.gov>
Subject: Showers at RCC Hunters Wood

Hi,

I am a Reston resident. I enjoy swimming at RCC Hunters Woods 3-4 times a week. I also swim occasionally at the Herndon Rec Center. Herndon has good showers with adequate water pressure in the women's locker rooms. RCC does not. The showers are a trickle, not enough water pressure to rinse chlorine away, not enough to wash hair, and definitely not enough to wash conditioner from hair. Could you please provide adequate water pressure for a shower after or before a swim?

Thank you - Juliette

Response:

Hello Juliette,

It's always nice to hear from you. Thank you for sharing your input regarding our aquatics venue. We will certainly look at our water pressure and other possible improvements we may be able to make during the shutdown period scheduled in August of this year.

Again, thanks for sharing your perspective. We will include the below in our record of input and feedback related to the annual community engagement event from our Community Relations and Program/Policy committees.

Warm regards,

Leila

Leila Gordon (she)
Executive Director
RESTON COMMUNITY CENTER
2310 Colts Neck Rd. | Reston, VA 20191 | Direct: 703-390-6142
www.restoncommunitycenter.com

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Executive Director
RESTON COMMUNITY CENTER
2310 Colts Neck Rd. | Reston, VA 20191 | Direct: 703-390-6142
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**RCC Board of Governors Personnel Committee Meeting
February 26, 2024
6:30 p.m.**

Present:

- Bill Bouie, Chair
- Lisa Sechrest-Ehrhardt, Vice Chair
- Bill Penniman
- Paul Thomas (until 6 :58 p.m.)
- Vicky Wingert
- Karen Cleveland

Agenda Item:

Discussion of personnel matters pursuant to Virginia Code Section 2.2.-3711(A) (1).

The meeting was called to order at 6:39 p.m.

MOTION TO GO INTO CLOSED SESSION:

Bill Bouie moved that the Board recess and go into closed session for discussion and consideration of matters enumerated in Virginia Code Section 2.2-3711 and listed in the agenda for this meeting as follows: Discussion or consideration of personnel matters pursuant to Virginia Code Section 2.2-3711(A) (1). Paul Thomas seconded the motion. The motion passed unanimously.

MOTION TO COME OUT OF CLOSED SESSION:

Bill Bouie moved that the Board certify that, to the best of its knowledge, only public business matters lawfully exempted from open meeting requirements and only such public business matters as were identified in the motion by which closed session was convened were heard, discussed, or considered by the Board during the closed session. Lisa seconded the motion. The motion passed unanimously.

The executive director position advertisement will be presented to the full board for approval at the regular monthly board meeting on March 4, 2024.

The meeting was adjourned at 7:27 p.m.



**SUMMARY OF MINUTES
RESTON COMMUNITY CENTER
BOARD OF GOVERNORS
COMMUNITY RELATIONS & PROGRAM/POLICY JOINT MEETING
March 11, 2024
6:30 p.m.**

Present:

- Dick Stillson, Community Relations Committee Chair
- Bill Bouie
- Beverly Cosham
- Paul Thomas
- Vicky Wingert
- Shane Ziegler

Absent Excused from RCC Board:

- Lisa Sechrest-Ehrhardt, Program/Policy Committee Chair
- Paul Berry
- William Penniman

Attending from RCC Staff:

- Leila Gordon, Executive Director
- BeBe Nguyen, Deputy Director
- Lorna Campbell Clarke, Director of Communications
- Ozun Dalaran, Public Information Officer
- Brian Gannon, Accreditation Specialist
- Pam Leary, Customer Relations Director
- Kevin Danaher, Leisure and Learning Director
- Paul Michnewicz, Director of Arts and Culture
- Margaret Parker, Offsite and Collaboration Director
- William Parker, Facility Services Director

Bev welcomed everyone and called the meeting to order at 6:31 p.m.

She said we are here to follow up on the discussion held in February. She introduced the Community Relations Committee Chair, Dick Stillson.

Dick said we are going to learn more about the survey design. The survey will ask questions about the future of the RCC facilities. We heard interesting programming and facility ideas in the February meeting and reflected on how the community feels about some of RCC's existing offerings. Now, the important thing is to ask questions that will help inform decision-making on the part of the board and staff. He introduced Leila.

Leila added that RCC staff will implement programming ideas provided in February in both the near future (if feasible) and when facility development permits. Our community should be assured that the administration and programming teams are considering the ideas presented. We are already attempting to implement more casual and social activities versus enrollment-required offerings; many of our summer programs are entirely social and spur of the moment kinds of experiences. During and after the presentation, the board and staff will ask questions. The public is encouraged to ask questions at the end

March 11, 2024 BOG Community Relations & Program/Policy Joint Meeting

of the presentation. Leila introduced Dr. Kara Fitzgibbon, Director of the Center for Survey Research at the University of Virginia (UVA), who we worked with in 2019.

Kara said that we will talk more about the details of the survey design during this meeting. She will not be getting into technical details but is happy to answer questions. The last survey was conducted in 2019 and a lot has changed since then. Post-pandemic needs should be considered. There is also the impending end of the lease for the RCC Lake Anne facility in 2039 that RCC needs to plan for in the coming years. She added that the community responses to the survey questions will guide RCC's decision making appropriately. Another objective is to engage with both RCC patrons and the wider community. And lastly, having UVA Center for Survey Research conduct the survey will ensure that reliable, statistically valid results are achieved as well as objectivity.

Kara said that the design will incorporate a mixed probability, multi-mode survey approach like 2019. For the probability component, they will know who the surveys are sent to and can estimate their likelihood of responding. The non-probability component is open source, allowing anyone in the Reston community to participate anonymously. They will collect responses through parallel analysis then report results for both efforts.

For the probability portion, they will use mailed surveys going to an address-based sample of households. They will have the option to stratify that sample by certain household characteristics, which will be decided in coordination with RCC. For example, if it is decided that a higher concentration of apartments should be surveyed, or to oversample specific geographic blocks where input is critically needed, that can be accomplished. A confidential protocol will be followed. Targeted reminders can be sent to non-responding addresses, as which specific addresses haven't responded will be known.

The open-source non-probability survey responses were primarily web-based in the past. In 2019, there were paper versions available, but they were underutilized. This time, respondents can still reach out to the UVA Center for Survey Research to request a paper survey be mailed to them, but they are not preparing paper copies upfront. The non-probability survey will be advertised through social media, newsletters, flyers at RCC facilities and community partner locations like Opportunity Neighborhoods. For this non-probability portion, they won't know exactly who is responding. Responses will be collected in a separate online portal.

Leila asked if Kara could provide a link and a QR code for the non-probability survey to include in the summer program guide being sent to the printer this week. For the non-probability survey, we will collect voluntary demographic information like zip code, but no names or addresses will be gathered, maintaining anonymity.

For the probability sample, an advance letter will be sent out first to notify selected households that the survey is coming. Then the full questionnaire packet will follow including a cover letter explaining the survey, as well as instructions for requesting non-English language versions if needed. After about two weeks, there will be thank you/reminder mailing thanking those who have already responded and reminding those who have yet to complete the survey. This mailing will include information on how to participate in the web version of the survey. For the web-based surveys, respondents will be assigned a unique ID code so the survey team can track and integrate responses the same way as the paper surveys.

The second questionnaire packet mailing will include a cover letter stating the due date, which was not provided in the initial mailing. A closeout postcard will be sent thanking everyone who participated and providing web instructions for those who have not yet responded.

Dick asked how the non-English language surveys will be communicated. Kara answered that the advance letter will include instructions in different languages on how to obtain them. For the web version, Spanish will be offered. Additional languages will be available by paper questionnaire if needed. The flyer advertising the survey will have information on how to complete the survey in the top five most spoken languages in Reston (Chinese, Arabic, Vietnamese, Korean and Filipino.) If an interviewer's assistance is

March 11, 2024 BOG Community Relations & Program/Policy Joint Meeting

needed, they can take the survey over the phone. Not all the languages will be printed or sent in packages, however the materials can be printed double-sided in English/Spanish.

Compared to the 2019 survey, this updated survey will focus more narrowly on facility needs and priorities. The questionnaire will be shorter, with an estimated 15-minute completion time, trimmed down to around 16 pages. The web version will be even faster to complete online.

For the mail materials, they will utilize eye-catching formatting like varying color and postcard sizes when providing instructions to access the web survey via QR codes. The direct mail pieces will be designed in a way that stands out from typical mail.

For the survey preparation, UVA will work closely with RCC to finalize the questionnaire content, formatting and determine the specifics of the sample. For this type of geographically focused survey, if a mailed survey goes to an address that has multiple families or adults, they will ask just one person from that household to respond to the paper probability survey. However, they recognize that at addresses with multiple households or families, there may be other adults who want to participate. In those cases, the additional individuals will be instructed to take the non-probability online version instead. But for the probability sample, they will only accept one response per addressed household to maintain the integrity of the sampling.

For data collection, they will handle both mail and web administration, as well as data entry to integrate the paper surveys. Regarding deliverables and reporting, they will work with RCC to determine how to analyze and report the data, such as breaking things down by gender, age, race, etc. and conducting comparative analyses across demographic groups. In addition to written reports, there will be in-person presentations to review and discuss the survey results. Open-ended questions allowing narrative responses will be used again, so qualitative data analysis will likely be needed. The goal is to provide not just raw data, but insights through robust quantitative and qualitative analysis.

Kara shared that the overall cost estimate for the survey is \$101,458. The suggested timeline is survey launch in June, data collection complete by August, data preparation and analysis during September through November, and final report to be presented in December. After that, there will be internal and public presentations of the findings in January and February 2025.

Paul T. inquired about the stratification/weighting method of reaching different population segments based on their likelihood of responding, as derived from census data. Kara clarified that in 2019, they looked at census tract-level response scores which indicate the projected response rate for an area based on how it responded to the decennial census. They oversampled low response rate areas and low-sampled in high response rate areas.

Dick asked if there will be any different handling this time for renters, as there is an increasing renter population in the area now. Kara said they will be tracking whether respondents are renters or homeowners. Leila clarified that the renter/owner question was included last time due to a perceived potential tax impact to homeowners if a major arts center was to be built involving RCC funding, which is not a factor this time around since there is not a big capital project on the horizon – we are exploring a replacement facility for an already existing facility. In the prior survey, Leila also noted there wasn't a statistically significant difference in responses between renters and owners.

Leila added that our present tax base is around 45% commercial and 55% residential, and we are obtaining survey inputs solely from residents. Kara stated that while they are capturing renter/owner status and other demographics, the goal is to analyze and use those characteristics as comparable data points, not necessarily to treat the groups differently in sampling. They will also ask whether households are single-family or multi-family. Dick confirmed they did previously ask how long people had lived in the area. Kara affirmed they would include that question again. She suggested we consider asking survey participants if they see themselves living here in the next five years to gauge their long-term residency status in Reston.

March 11, 2024 BOG Community Relations & Program/Policy Joint Meeting

There were no further inquiries from the public, board or staff members. Leila noted that when the survey draft questions have been composed, the Board will have an opportunity to review them.

There being no further business, the meeting was adjourned at 7:19 p.m.

MARCH 11TH, 2024

Reston Community Center Proposed Survey Design



UNIVERSITY of VIRGINIA

Weldon Cooper Center for Public Service



RCC Community Relations & Program/Policy Meeting




Kara Fitzgibbon, PhD
karaf@virginia.edu

1

Why a Survey?

- Timely, custom feedback
 - Post-pandemic rec needs; Lake Anne presence
- Hear from broader community
- Reliable, statistically valid results
 - UVA CSR as objective third party



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2

Proposed Survey Design

OVERALL DESIGN, QUESTIONNAIRE, LANGUAGE OFFERINGS, MAIL FORMATTING

3

Survey Design

Multi-mode, mixed probability survey

Probability	Non-Probability
<ul style="list-style-type: none">-ABS sample (n=5,500 HH)-Stratified-Mail-forward, delayed web-Confidential	<ul style="list-style-type: none">-Open-source-Web administration-Paper upon request-Anonymous

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4

Mail-forward Design (Probability Sample)

Estimated response:
1,050 (RR 20.7%)

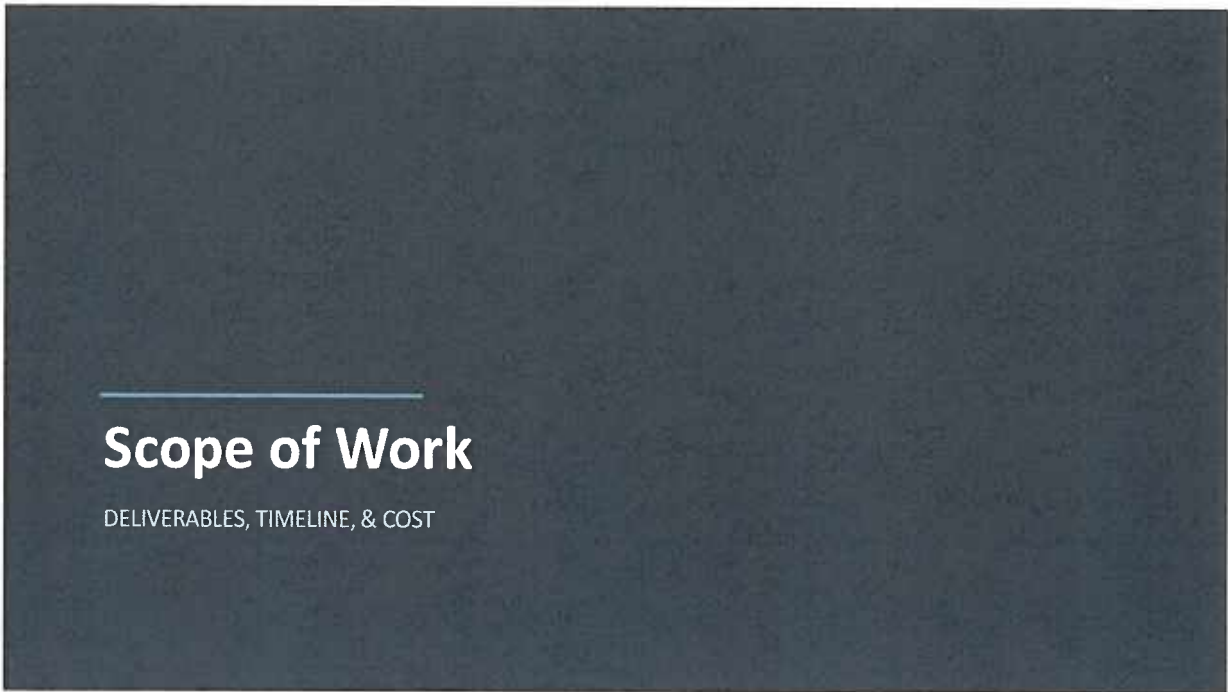
1. Advance letter
2. Questionnaire packet
 - Cover letter, questionnaire booklet, non-English language flyer, return envelope
3. Thank you/reminder postcard
 - Web-referral instructions
4. Second questionnaire packet (non-respondents)
 - Cover letter w/ web referral and close date, questionnaire booklet, return envelope
5. Closeout postcard (non-respondents)
 - Web-referral instructions and close date

5

Updates from 2019 Design

- Modified Questionnaire
 - Future facility priorities
 - Align demographic measures w/ County requirements
 - 20 → 16 pages
- Non-English Language Offerings
 - Spanish: web admin; Spanish recruitment letters; paper/IV-admin on request
 - Add'l languages: flyer offering language support; paper/IV-admin on request
- Mail formatting
 - Varying color and size of postcards; QR codes

6



7

Scope of Work & Deliverables

- Survey preparation
 - Finalize and format instrument + recruitment materials; stratified sampling design + sample preparation; develop tracking database
- Data Collection
 - Mail administration; web administration; data entry
- Reporting
 - Data preparation + weighting; descriptive + comparative analyses
 - Deliverables: Narrative report; complete analysis tables; in-person presentation of results (2x)

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8

Timeline & Costs

Overall cost: \$101,458.25

- Survey prep: \$12,027.00*
- Administration: \$65,484.35*
- Reporting: \$23,946.90*
 - File prep/analysis \$5,734
 - Open-end coding \$4,226
 - Narrative report \$6,807
 - Presentations \$7,180

Milestone	Timeframe
Launch survey	June '24
Complete data collection	August '24
Data preparation & analysis	Sept. – Nov. '24
Deliver final report	Dec. '24
Internal presentation of findings	Jan '25
Public presentation of findings	Feb. '25

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9

Questions?

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