



ANNUAL REPORT

JUNE
20
24



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Everyone at Reston Community Center takes the public's trust to heart in all we do. Each pillar of our strategic plan is consistent with Reston values. The goals and objectives we are striving to achieve are based on our community's hopes and needs for enriching experiences and the sense of belonging that everyone wants. Regardless of their circumstances, Bob Simon believed each individual could contribute to the fabric of the good life he wanted for people in Reston. Each person needs only to be given the tools they need to realize their dreams and thus join the circle of productive, engaged residents who make a place a home. RCC wholeheartedly embraces this vision of community, and we take joy from helping to make it a reality.

During 2023, Reston Community Center marked the retirement of people in our community and agency who have meant a great deal to Reston and RCC. Senator Janet Howell and Delegate Ken Plum concluded their magnificent careers of public service as Reston’s elected officials in Richmond. We acknowledged their contributions in a celebration in December 2023 where more than 200 of their constituents joined us in expressing a heartfelt “thank you.”

Longtime RCC Board of Governors member Bill Keefe left his service to us with the 2023 conclusion of his term. Bill provided 12 years of planning expertise, passion for healthy youth recreation options and wisdom. He always did so with wit and kindness. On our staff, the beloved Youth Program Assistant, Kim Gollop-Pagani, retired to spend more time with family. “Miss Kim,” as she was known to generations of Reston youngsters, introduced toddlers and preschoolers to the joy of learning.

With great sorrow, we lost our Procurement Specialist of 20-plus years, Grazyna Siebor, to cancer. Grazyna was an unflappable, reliable and delightful colleague who kept the agency operating at top speed with her purchasing acumen and skills. She is deeply missed. RCC learned of the death of retired longtime Aquatics Director Joe Leary – who had struggled with multiple health challenges in the last year. Former RCC Executive Director Denny Kern and RCC Customer Service representative Jan Bradshaw also succumbed to cancer in 2023. Denny was the Chief Operating Officer for San Francisco Parks and Recreation after he left RCC. Jan was a passionate community advocate.

We share our grief with Grazyna’s, Jan’s, Joe’s, and Denny’s families. We will always be grateful to have known and loved them. Change is life’s one constant and grief is the price of love. Our community carries the memories and contributions of all these people and more into the future. Reston is a better place, and we are better people, for having been part of their lives.

Beverly Cosham, Chair, RCC Board of Governors



Leila Gordon, Executive Director





VISION

Reston Community Center enriches lives and builds community for all of Reston.

MISSION

To create positive leisure, cultural and educational experiences that enhance the quality of life for all people living and working in Reston by:

- Providing a broad range of programs in arts, aquatics, recreation, enrichment and lifelong learning.
- Creating and sustaining community traditions through special events, outreach activities and facility rentals.
- Building community through collaboration and celebration.

VALUES

In accomplishing our mission and vision, Reston Community Center will be:

- A respectful organization that supports and nurtures its constituents, patrons, partners, volunteers, and staff.
- An organization that embraces inclusion and diversity, and actively promotes racial and social justice.
- An accountable steward of Reston's resources, sense of place and community traditions.
- An accepting and open organization free of physical, financial and cultural barriers.

OUR MISSION



“

Fantastic to see the film about my hero, José Andrés. Great to have a Restonian, Nate Mook, as an important part of that film, and to come and speak to us after the showing. I LOVE the CenterStage. I bring family when I can and just congratulate myself for living here!

”

– Caroline FitzPierce

The success of the RCC Strategic Plan depends equally on the work of RCC leadership and staff, and the involvement of the community in our efforts.

THE PLAN PILLARS ARE:

- Facilities
- Equity
- Community Connections
- Programs and Services
- Communications
- Stewardship and Accreditation

The overarching principles that inform how the plan goals and objectives are pursued remain:

- RCC will expand access to cultural and recreational amenities, programs and services.
- RCC will leverage the strength of partnerships and collaborations.
- RCC will remain flexible in responding to changing trends and emerging community needs.
- RCC will deliver programs and services with skilled and talented staff using the best practices for stewardship of Reston's investment to maintain the public's trust.

STRATEGIC PLAN 2021-2026





GOAL:

RCC engages the community in planning for existing and new facilities to create or maintain RCC buildings that are flexible, technologically advanced, accessible, beautiful and environmentally friendly.



FACILITIES



“

I just wanted to thank you so much for all you did to help us prepare for last night's event. Thank you for responding so quickly and thoroughly to all of our ideas. RCC's facility team is a pleasure to work with.

”

— Alicia Field, Greater Reston Chamber of Commerce

In keeping with Reston Community Center’s longstanding commitment to practicing environmentally friendly and energy-efficient use of our facilities, the agency undertook a comprehensive energy audit in 2023. As many of the core mechanical systems of the RCC Hunters Woods facility are reaching the end of their useful life, replacing them presented the opportunity to achieve a significant reduction of RCC’s carbon footprint. The Fairfax County Office of Environmental and Energy Coordination (OEEC) provided contractor support to RCC efforts from CMTA, a multi-services corporation founded in 1968 as a consulting engineering firm. CMTA expanded in 2012 to integrate expertise in energy-efficient engineering and design-build construction to offer performance contracting services through their energy solutions division.

Following an intensive energy audit process, CMTA provided the Board of Governors and staff with recommendations from which to select a path forward. Given the age of the building and scale of cost differences compared to possible future savings arising from potential innovations, the middle option of three was selected to provide the greatest energy utilization improvement at the most reasonable cost. The project will provide a solar module system to augment current

electricity generation; comprehensive LED lighting upgrades, including redesigns and new fixtures in low-lit areas; hot water plant renovation, including new boilers and pumps; a modified and upgraded controls system that will offer staff seamless accessibility and reliable energy savings; and quick payback measures, such as a cooling tower sewer credit. These measures will result in a total energy utilization improvement profile that will offset 260 metric tons of carbon dioxide generated by the current systems. The total projected cost for the undertaking is approximately \$1.5 million with a projected cost recovery timeframe of 26 years.

With the project execution scheduled for late summer of 2024, other key infrastructure projects in the RCC Hunters Woods and Lake Anne buildings will also occur during that time, including the replacement of office furniture systems and storage capabilities, the Hunters Woods elevator and standard maintenance or equipment replacements required. RCC staff keep careful maintenance schedules to assure the continuous and effective delivery of programs and services.

In 2023, these regularly scheduled maintenance and equipment systems projects encompassed Ceramics Studio kiln room ventilation system replacement,

installation of a new ETC Ion Xe lighting console in the CenterStage, replacement of 36 lighting units with LED equivalents, installation of a new cyclorama (white rear curtain for the stage) and replacement of the portable stage units used in the Community Room. Power surges from intense electrical storms affected the new Terry L. Smith Aquatics Center motors and one required replacement. The special motors will be purchased annually as needed to assure that a backup motor is always on site in case of motor failure due to power surges or other mechanical stressors.

LOOKING AHEAD

The execution of the above projects in 2024 will require creativity to continue delivery of RCC programs and services. Additionally, the Board and staff will begin to explore how to address growing demand for specialized facility features like ceramics, fitness and other studios with a time horizon of the RCC Lake Anne lease expiring in 2039. While 15 years seems like a long time, it’s very short if considered in the framework of needing to expand RCC Lake Anne’s current programs and services.





GOAL:

RCC embodies the principles delineated in the One Fairfax Policy by putting equity at the forefront of meeting community needs and serves the people and neighborhoods of Reston through allocation of resources according to those needs with informed understanding of the community's diverse interests.



EQUITY



“

RCC Youth Programs have been an engaging and enriching experience for my children. They look forward to each new brochure that comes with a variety of offerings. The staff has been committed, thoughtful and consistent.

— Michelle Robinson

”



The Reston Opportunity Neighborhood (RestON) program initiatives continued in 2023 with successful offerings of Coffee and Origami at the Cathy Hudgins Community Center, Crescent Community Center and Cedar Ridge. The popular Crafternoons and Fun Around Town events were held when weather permitted. The RestON Women Only swim event grew attendance but its consistent availability has been hindered due to staffing challenges.

The relationships between RCC's Equity Partnerships program and RestON bore fruit with outreach to incorporate residents in planning booth options for the 2023 Reston Multicultural Festival; several became vendors whose booth fees were waived. Sadly, the 2023 Reston Multicultural Festival had to be canceled due to extremely bad weather. The expanded footprint designed for 2023 – three stages, more craft displays and wares, storytelling and other street entertainment features – will be used for the 2024 event.

RCC's "Equity Matters" brochure was redesigned and released to cover the full year of programming options. In 2023, artists with equity-focused content or perspectives performing in the CenterStage included: comedian Negin Farsad, Nefesh Mountain, a screening of "We Feed People" with

co-producer Nate Mook, the musical trio "Betty" with an appearance at the Reston Pride Festival, "The Lost Art of Dreaming" choreographed by Sean Dorsey, Suzanne Simard (environmental justice), Trio Sefardi, Terri Lyne Carrington and Social Science, a screening of the film "The First Step" with producers Lance and Brandon Kramer, Heather McGhee, and Mark G. Meadows.

Other 2023 key offerings are RCC Rides with 644 rides given and AARP Tax Aide with 608 tax returns completed. These key services are part of the agency's Lifelong Learning portfolio, which delivers hundreds of workshops, classes, and experiences that are priced to be enjoyed by the broadest possible spectrum of the community. Arts Education offerings in 2023 featured a new program, "Unforgettable," that combines qualified instruction with Jo Ann Rose Gallery exhibits for participants in the memory care units of Reston providers – Kensington, Trails Edge at Hunters Woods and Tall Oaks.

LOOKING AHEAD

Along with other Reston aquatics program providers, RCC's Aquatics team will keep exploring the potential for expansion of free Learn-to-Swim offerings to assure that all children in Reston become more capable in and around the community's many bodies of water.



GOAL:

RCC provides resources for Reston people and organizations that forge meaningful relationships to create a greater sense of belonging and community cohesion. RCC helps newcomers understand the community values upon which Reston was founded and appreciate Reston's unique history.



COMMUNITY CONNECTIONS



“

We cannot express enough just how invaluable and vital this partnership is to the success of the Festival and in providing an uplifting contemporary art experience for the region. The Hoesy Corona performance was incredibly captivating and filled social media platforms last weekend.

”

– Jaynelle Hazard, Executive Director & Curator, Tephra ICA

The new Offsite & Collaboration department expanded summer and other offsite offerings to include a fall jazz concert series from Darden and Friends in Town Square Park, as well as a new Paint 'n Sip event at Halley Rise. The Take a Break concert series will move to Halley Rise in summer 2024 because of the successful new collaboration with this emerging neighborhood. Although two of their three performances were canceled due to weather, Upright Citizens Brigade brought a humorous evening to a Reston Town Center audience in the fall. Efforts were underway at the end of the year to reestablish a programming presence outdoors in the summer at Lake Anne Plaza.

RCC on Wheels will launch in 2024. Research considering different energy impacts, ability to reach smaller communities in Reston, and types of offerings the vehicle can support, resulted in a purchasing decision in 2023 to acquire a custom-built van. It will have a solar-powered source for battery backup to alleviate the need to run an engine while powering peripheral accessories in a program location. The delivery timeline is 16 to 18 months. In fall 2024, pilot programming will occur with a rented vehicle to help create standard protocols for deploying the RCC mobile unit once it's acquired.

Community partnerships will continue to fuel the work RCC does in the Reston Opportunity Neighborhood (RestON) initiative of Fairfax County's Neighborhood and Community Services department. Working with the local community lead organization, Cornerstones, RCC expanded offerings related to reaching residents in these service locations. Crafternoons, Fun Around Town and other instructional programs are welcome opportunities for families to socialize and have fun.

RCC's commitment to leveraging partnerships for maximum community benefit fuels participation in the annual Tephra ICA Arts Festival. In 2023, RCC presented performance artist Hoesy Corona who created a piece called "Hacia La Vida" that festivalgoers applauded. Successful collaborations with offsite partners and providers lend themselves well to the creation of a vibrant and busy calendar of free public events that now begin in mid-May and extend through October. The community enjoys more than 100 summer concert or entertainment options, several festivals and community events at its plazas and annual celebrations that are cherished traditions like the Holiday Parade at Reston Town Center, the Reggae Festival at Lake Anne Plaza and the National Night Out picnics throughout the community.

LOOKING AHEAD

Two key challenges ahead are the impact of inclement weather on outdoor events and the labor shortages that make adequate staffing for the high intensity demands of RCC's summer season difficult. New approaches to timing of weather calls, as well as continuing refinement of weather forecasting are helping. Completely staffing the full-time team for the new Offsite & Collaboration department will alleviate some of the scheduling pressures. Over the long term, as new plaza environments are built in Reston, assuring there are shelter elements incorporated in them will also be beneficial.





GOAL:

RCC programs evolve and adapt to a changing community; programs and content should be delivered in both RCC facilities and where people live, work and play. RCC programs and services address diverse interests, ages, cultures and ethnicities; they are high quality, innovative, well-attended and affordable.



PROGRAMS & SERVICES



“

Our son has participated in RCC camps for the last few years, and he enjoys the variety of options available. Camp Good Times, the cooking classes and Parkour are his favorites. The mix of half day and full day camps has also been nice as he's gotten older.

”

– Samantha Gilman



An updated Reston Community Center Recreation Program Plan was approved by the Board of Governors on May 1, 2023. The plan reflects the updated demographics of the Reston community, new and emerging trends in leisure-time pursuits, an environmental scan of the offerings available to people from both public and private-sector providers, and additional key information that influences RCC program offerings. It is a key component of core Commission on Accreditation of Park and Recreation Agencies (CAPRA) standards.

Participation in programs continues to grow. Overall total participation grew 20.2% from 2022 to 2023 (from 131,383 to 157,889.) Facility rental services likewise offered space to more people in 2023 – that total increased by 52.2% to 84,502. These increases are substantial and reflect the community’s full embrace of in-person activities once again.

As a result of the restored enthusiasm for gathering or recreating in group settings, RCC continues to adapt its reservations and enrollment approaches to afford patrons the most flexibility feasible. New program topics and outings to new attractions also drew enthusiastic attendance. New program options were provided for cooking, technology and financial issues in the Lifelong Learning menu. Youth and teens

could enjoy several robotics offerings, including Apprentice Robotics, Robo Games, Apprentice Electronic Game Design, Junior LEGO Robotics and more.

With people eager to return to in-person classes, the Fitness and Wellness team added Tai Chi for Health and Balance, Mindfulness Meditation, Sound Bath Meditation and several new Yoga classes to assure the well-being of our community. Arts Education students explored new topics with new instructors, and the annual Gifts from the HeART Exhibit and shopping event attracted a record number of people (1,148) who enjoyed both window and holiday shopping while also contributing to Cornerstones with their purchasing.

Reemerging to mingle and be together was not without some hiccups. A new Trips and Tours Code of Conduct was implemented for the popular RCC day trips to help folks remember some of the courtesies and expectations these excursions require when groups travel to museums, theatres, historic venues and attractions. The updated materials were also translated into three languages other than English to be welcoming to all people and assure cultural fluency for every participant.

LOOKING AHEAD

RCC’s various program offerings will continue to expand enrollment to serve as many people as possible. A variety of virtual offerings will continue to help extend our reach to people who may not be able to gather with us or who desire the convenience of listening to a presentation from home. The RCC on Wheels pilot will road-test program types for a cross-section of the community’s population to get a sense of what will be most effectively delivered with this new capability.



GOAL:

RCC is recognized as an essential community asset for achieving a high quality of life in Reston. RCC marketing, publications, digital footprints, and media-related outputs are compelling, broadly shared, accessible to all and reliable. RCC is a trusted community partner for advancing knowledge of Reston and its lifestyle assets to assure the broadest possible enjoyment of those.



COMMUNICATIONS



“

The silent disco was a blast! The event made people so happy, and, as always, we love working with your team.

”

– Tracy Schar, COMSTOCK Companies

The new RCC website formally launched in 2023 following an extensive period of beta-testing, consumer feedback, resolution of problems and staff training on the Community Calendar feature. Community partners have been trained on using the new calendar feature and began uploading their event entries to the calendar portal. In addition to this key feature, the website offers users a robust translation tool that instantly converts all the site's pages to the language selected by the user.

The launch of the new website was among the topics generating earned media attention in 2023. Also of note were the addition of the new Offsite & Collaboration department, and the introduction of new RCC Board of Governors member, Paul Berry. These welcome amplifications of RCC press releases or other news alerts were supported by the agency's consolidated newsletters; the two newly formatted electronic information blasts garnered an overall open rate of 59% which is 16% higher than the industry standard of 43%.

Given how fractured information dissemination has become, RCC's communications staff is constantly experimenting with new avenues for advancing our brand identity and offerings. Using display systems in the lobby areas of Reston Hospital, bus

shelter advertising and transit bus ads helped increase awareness of key RCC program types and significant events like the Reston Multicultural Festival. Sponsorships of high-profile Reston events and organizations continue to be a proven layer of RCC marketing in addition to offering critical financial support to these community assets.

LOOKING AHEAD

Growth in use of the community events calendar is anticipated – both by people seeking events and by organizations offering them. A blog about RCC will be started to feature compelling stories by and about RCC board, staff, volunteers and partners. Significant earned media stories are anticipated with the agency's leadership transition.





GOAL:

RCC maintains its accreditation by the Commission on Accreditation of Park and Recreation Agencies (CAPRA) and achieves re-accreditation in 2025. RCC planning and operations are responsibly undertaken with community input, sustainable practices, sound fiscal management and consistent use of data to inform decision-making. As a Fairfax County agency, RCC complies with all requirements of such public service entities with respect to administration and management of its resources.



STEWARDSHIP & ACCREDITATION



“

The instructor was very good at helping my child accomplish the goals of level two swimming. The kids were given attention and individual instructions; my child is enrolled in level three and looks forward to further learning.

”

– Kevon Eiben

RCC



RCC continued to achieve the Customer Satisfaction benchmarks of 90% agree or strongly agree across six metrics measured for each line of business; except that in Leisure & Learning “Enhanced Life or Skills” reached 87.7%, Offsite & Collaboration reached 89% and in Facility Rentals, that category is skewed by more than 36% of responders having “No Opinion.”

In 2023, RCC processed 89 hires (includes additional positions, transfers, promotions); adapted to new Department of Finance Financial Policy Statements (FPS049 Stop Payments and Reissuance, FPS436 Billing and Collection Procedures, FPS 220 Change Funds, FPS 630 Non-PO Payments, FPS 450 Donations and Gift Funds, PTB 12-1009 Use of the County Procurement Card); and processed 2,220 financial transaction documents and 138,354 payroll hours.

To assure continuing compliance with and excellence in Commission on Accreditation of Parks and Recreation Agencies (CAPRA) submissions, an accreditation specialist was hired. This position has responsibility for the RCC annual filing, updates to key agency plan documents, ongoing data analysis and review of RCC’s procedural memoranda. Notably in 2023, the RCC Recreation Program Plan was updated and approved by the Board of Governors on May 1.

Finally, several RCC employees achieved recognition from Fairfax County government for exceptional achievement in 2023 tied to the development of the new RCC website. Lorna Campbell Clarke, Samantha Korkowski, BeBe Nguyen and Harun Rashid were given Outstanding Performance Awards for their work.

LOOKING AHEAD

RCC will be submitting its evidence of compliance with all CAPRA standards at the end of the coming year in preparation for reaccreditation in 2025. This undertaking will entail comprehensive review and updating where needed of the entirety of agency plans, procedural documents, facility risk management and safety protocols, and other key accountability, stewardship and strategic planning standards. A community survey and needs analysis will be conducted to provide statistically reliable feedback about community expectations for RCC facilities, programs and services.

2023/2024 BOARD OF GOVERNORS

Board members are appointed for three-year terms that begin in November following the annual preference poll. Bill Keefe's term concluded and Paul Berry's term began in November 2023.



Paul Berry



William G. Bouie
VICE CHAIR



Beverly Cosham
CHAIR



William Keefe



William Penniman



Lisa Sechrest-Ehrhardt
SECRETARY



Richard Stillson



Paul D. Thomas
TREASURER



Shane M. Ziegler



Vicky Wingert

BOARD & STAFF

2023 FULL-TIME STAFF

ADMINISTRATION

Leila Gordon	Executive Director
BeBe Nguyen	Deputy Director
Renata Wojcicki	Finance Director
Lorna Campbell Clarke	Director of Communications
Harunor Rashid	Network Administrator
Pam Leary	Customer Relations Director
Fred Russo	Building Engineer
Brian Gannon	Accreditation Specialist
Sarah Alshamy	Web Graphic Artist
Warren Bailey	Customer Service
Chris Brown	Billing & Reconciliation Specialist
Vincent Brown	Customer Service
Nicholas Burt	Customer Relations Assistant Director
Suzanne Connell	Personnel Specialist
Özün Dalaran	Public Information Officer
Karen Goff	Public Information Officer
Samantha Korkowski	Graphic Artist
Bart Mickler	Customer Service
Long Nguyen	Customer Service
Eboni Pasley	Customer Service
James Rockett	Financial Specialist
Evelyn Rosa	Acting Procurement Specialist
Grazyna Siebor	Procurement Specialist
Mark Zubaly	Customer Service

AQUATICS

Matthew McCall	Aquatics Director
Ryan Kasprowic	Aquatics Operations Director
Alexis Mack	Aquatics Operations Director
Melissa Murray	Customer Service
Scott Sorenson	Aquatics Program Director
TJ Wilson	Aquatics Operations Assistant

OFFSITE & COLLABORATION

Maggie Parker	Offsite & Collaboration Director
Kaia Green	Community Events Director
LaTanja Snelling	Equity Partnerships Director

ARTS & CULTURE

Paul Douglas Michnewicz	Director of Arts & Culture
Mark Anduss	Theatre Technical Director
Cheri Danaher	Arts Education Director
Laura Moody	Assistant Technical Director
Gloria Morrow	Arts Education Assistant
Rhia Ovington	Box Office Assistant
Matt Nogay	Assistant Technical Director

LEISURE & LEARNING

Kevin Danaher	Leisure & Learning Director
Anya Avilov	Fitness & Wellness Program Assistant
Ali Clements	Lifelong Learning Program Assistant
Kim Gollop-Pagani	Youth/Teen Program Assistant
Debbie Heron	Youth/Teen Program Director
Cassie Lebron	Lifelong Learning Program Director
Jeff Morgan	Youth/Teen Program Assistant
Jonathan Navarro	Fitness & Wellness Program Director

FACILITY SERVICES

William Parker	Facility Services Director
Mohammed Alhadi	Facility Team
Guillermo Huaman	Facility Team
Cristobal Rivera	Facility Team
Will Sanchez	Facility Operations Manager
Ken Wade	Facility Team
Cory Woods	Facility Team

2023 PART-TIME STAFF

AQUATICS

Carolyn Abdenour Bogues
Adam Aly
Maye Alyadinov
Vaanya Arora
Tristan Attwood
Trina Auda
Jordyn Bassford
Ajanta Bauer
Tessa Belanger
Ella Boyce
Laura Branton
Eimar Cardenas Torres
Lucian Castellon
Jocelyn Chan
Austin Clay
Anita Creasi
Kylee Drake
Daniel Echeverri
Laura Echeverri
Anna Eckerd
Cooper Elliott
Julian Gonzalez
Soren Guilloteau
Ashley Gurney
Annabella Ham
Elli Imel
Ariana Inamdar
Calvin Henry Kalinowski
Cara Kalinowski
Chelsea Kartchner

Sophie Kartchner
Colin Keehner
Kathryn Kern
Robin Lagodka
Mahsa Layazali
Stephen Lettner
Julian Logan
Lucian Logan
Kiran Mannan
Elliana Marty
Tess Mckinley
Alec Mcmanus
Emily Mcphie
John Medler
Molly Miners
Chloe Moskowitz
Jonah Neihardt
Veronika Owen
Hunter Piotrowski
Tanner Polsgrove
Edyson Powell
Eliana Redford
Jasper Reges
Violet Reges
Jody Rook
Melanie Rosa
Ana Schcolnik
Janelle Scott Clayborn
Kristen Serrell
Margaret Shu Teasdale
Noah Shubert
Charlotte Singer
Caroline Sippel
Samantha Stettner
Caroux Thomas
Alfred Toussaint

Dorian Traynham
Evelyn Wagner
Catherine Wilkins
Finn Wilkins

ARTS EDUCATION

Calla Alexander
Jason Alexander
Alicia Anderson
Beth Atkins
Ashley Benton
Mary Beth Brickel
Mark Brutsche
Anne Buckelew
Lauren Chen
Bryan Chicas Flores
Nancy Clark
Emma Crawford
Anita Damron
Pauline Daniels
Ireland Dibacco
Shannon Dibacco
Valerie Dure
Shruti Dwivedi
Lisa Eaton
Diane Ellor
Geraldine Fitzurka
Tricia Grace
Tracie Griffith
Matthew Guerber
Kay Hairston
Kara Handy
Judith Harmon
Eliora Janow
Mikayla Kirr
Sarah Kladler

Victoria Krieger
Kristin Lacroix
Tracie Lambakis
Margaret Lashley
Sean Linzey
Davide Lorenzi
Rebecca Marcum
Karen Mullarkey
Chizuru Negin
Tena Page
Meredith Patton
Elizabeth Scarcella
Amie Shafer
Teagan Stacy
Rachelle Stefanik
Katherine Sternberg
Per Sterud
Robert Thiel
Karina Yakubisin
Mindy Zheng
Guy Zoller

COMMUNICATIONS

Melissa Gonzalez
Rebekah Wingert-Jabi

CUSTOMER SERVICE

Merlyn Canas
Ashok Chirayath
Farhang Farhang
Sumi Gallas
Shandan Ge
Momoko Nelson
Christine Selwyn

EXECUTIVE PROJECTS

Ricki Marion

FACILITY SERVICES

Osasenaga Kelly Aghayere

Jose Escalante Escalante

Daniel Esperanza Cedillos

Asayehegn Kassa

Wilfredo Lebron

Omar Perez

Derrick West

FITNESS

Kinda Barazi

Magarita Biddy

Kathryn Briglia

Monika Chaturvedi

Ingrid Czintos

Megan Durham

Teresa Fletcher

Nancy Helm Downey

Chithra Kumar

Michelle Miles

Barbara Okerson

Laura Robinson

Anne Smyers

Lenore Stanton

Anna Sypula

Christina Unger

Vanessa Vera

Kelley Westenhoff

Cammi Williams

LIFELONG LEARNING

Richard Ahrens

William Anderson

Daniel Burke

I Ching Chow

Eric Halmon

Charles Hoffman

Barrett Ingram

Charles Inman

Elizabeth Knowlton

Jo Ann Leir

Andrew Livingston

Sandra O'connell

Karen Rhinard

Motoko Shimizu

PERFORMING ARTS

Megan Crenshaw

Linda Ifert

Myer Kim

Alison Lovitt Reinfield

Alexander Parish

Camille Petrillo

Ethan Piccus

Elaine Randolph

Alan Reichert

Laura Reichert

Mark Sevilla

Thomas Simpson

Daivd Stinnett

YOUTH/TEEN

Nusrat Ali

Vaughn Baumgartner

Amelie Beckett

Ethan Beckett

Harvin Bermudez

Stephen Brick Jr

Edward Buchanan Jr

Joshua Campbell

Thomas Feeley

Lina Halibi

Marybeth Haneline

Frances Haskell

Jordan Judkins

Sarah Leaf

Christopher Lozano

Rosalinda Machado

Aline Minassian

Xavier Montero-Severiche

Mark Moseley

James Pierce

Annabella Prezioso

Catherine Queen-Newton

Seymour Samet

Betty Simmons

Joseph Toole

Rosalyn Wilson

Leroy Young

2023 SPONSORSHIPS

In addition to working with our community partners on events and programs involving our respective staffs, RCC sponsors many of Reston's activities and events that collectively build a "sense of community." We are very proud to associate ourselves with these outstanding events and programs.

- ArtsFairfax – Annual Arts Awards
- Cornerstones – Annual Strategic Partner
- Fellowship Square Foundation
- Friends of Reston – Nature House 5K Run, Spring Festival at Walker Nature Center
- Greater Reston Chamber of Commerce – Annual Strategic Partner
- Herndon-Reston FISH – FISH Fling
- Leadership Fairfax – Annual Strategic Partner
- Public Art Reston – Annual Strategic Partner
- Reggae on the Lake
- Reston Association Winterfest
- Reston Herndon Little League
- Reston Pride
- Reston Town Center Association – Holiday Parade
- South Lakes High School – Baseball Team, Performing and Visual Arts Departments
- Tephra ICA Arts Festival and Signature Gallery
- The Food Pantry at South Lakes High School – Do It Your Way .5K
- Washington West Film Festival

SPONSORSHIPS
& PARTNERS

2023 COMMUNITY PARTNERS

Community partners are essential to our and Reston's success. We work collaboratively for collective impact.

- AARP Foundation (AARP Tax Aide Program)
- AARP Virginia
- Al Fatih Academy
- ArtsFairfax
- Cathy Hudgins Community Center at Southgate
- Christ the Servant Lutheran Church
- Comstock – Reston Station
- Dogwood Elementary School
- Cornerstones – Reston Opportunity Neighborhood (RestON)
- Fairfax Area Agency on Aging
- Fairfax County Community Services Board
- Fairfax County Neighborhood and Community Services
- Fairfax County Office for Children
- Fairfax County Park Authority
- Fairfax County Public Schools
- Fall for the Book
- George Mason University College of Visual and Performing Arts
- Greater Reston Chamber of Commerce
- Halley Rise
- Hunters Woods at Trails Edge
- Hunters Woods Neighborhood Coalition
- Langston Hughes Middle School
- League of Reston Artists
- NV Rides and Program Partners
- Office of Hunter Mill District Supervisor Walter L. Alcorn
- Osher Lifelong Learning Institute (OLLI) at George Mason University
- Pozez Jewish Community Center of Northern Virginia
- Public Art Reston
- Reston Association
- Reston Citizens Association/Reston Accessibility Committee
- Reston Community Orchestra
- Reston for a Lifetime
- Reston Historic Trust
- Reston Hospital Center
- Reston Masters Swim Team
- Reston Town Center Association
- Shenandoah Conservatory
- South Lakes High School
- Specially Adapted Resource Clubs
- Tall Oaks Assisted Living
- Tephra ICA
- Virginia Cooperative Extension
- Washington West Film Festival
- Washington Woodworkers Guild
- YMCA Fairfax County/Reston

2023 DATA

RCC's data profile covers key metrics of how we serve Reston. People are returning to familiar in-person leisure-time pursuits in increasing numbers. RCC continues to expand program offerings to meet growing demand both in our facilities and around Reston neighborhoods.

The measurement of Customer Satisfaction is the key data set for determining whether RCC offerings are meeting our community's needs. Our guiding star is to provide a high-quality and diverse array of programs and services that make meaningful contributions to the quality of life in Reston.

Charts for 2023 assign data to RCC Aquatics, Arts & Culture, Facility Services, Leisure & Learning, and Offsite & Collaboration lines of business. It's important to note that capacities for outdoor events (most of the Community Events attendance) are far greater than those for indoor events. Data containing those totals should be interpreted with that in mind.



YEAR IN DATA



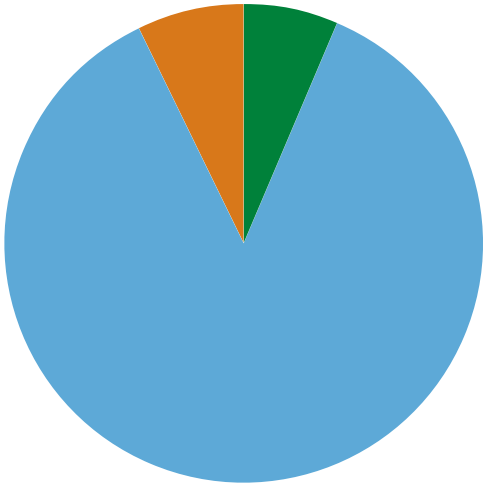
“

We are so lucky to have RCC at Lake Anne with wonderful instructors and staff. I'm there five days a week and it is always a pleasure.

”

— Janine Greenwood

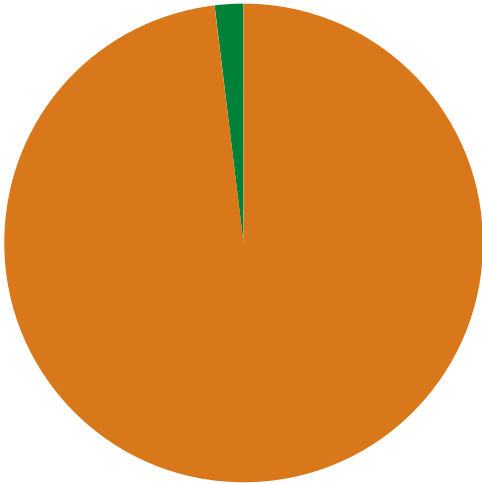
2023 ARTS & CULTURE PARTICIPATION



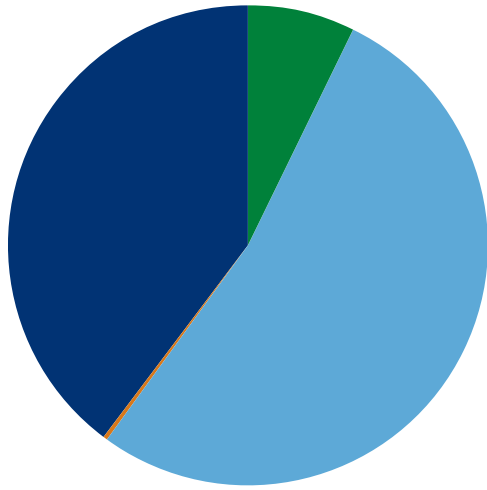
Enrolled Programs	Pass & Tickets	Arts Education Events
1,303	16,962	1,399

2023 OFFSITE & COLLABORATION PARTICIPATION

Enrolled Programs	Community Events
1,525	77,525



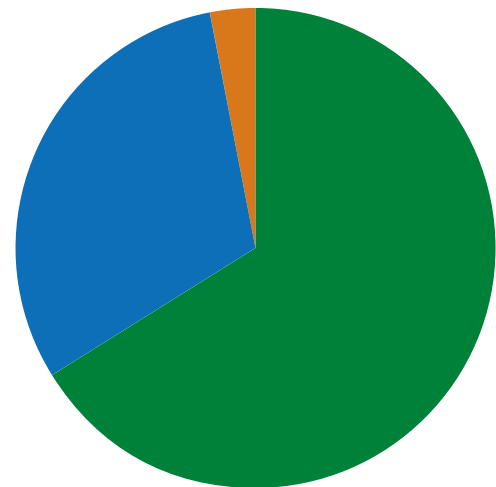
2023 AQUATICS PARTICIPATION



Enrolled Programs	Pass/Daily Visits	Aquatic Events	Swim Team
4,339	26,659	151	19,905

2023 LEISURE & LEARNING PARTICIPATION

Enrolled Programs	Pass/Daily Visits	Youth/Teen Events
5,789	2,676	256



2023 RENTAL USE

Rental Type	Rental Hours	Attendance*
Reston Resident	2,334	47,814
Reston Organization	1,892	20,076
Founding Partners	1,066	4,569
Reston Employee	659	7,771
Fairfax County Agency	312	1,841
Non-Reston Resident	122	2,066
Non-Reston Organization	38	365

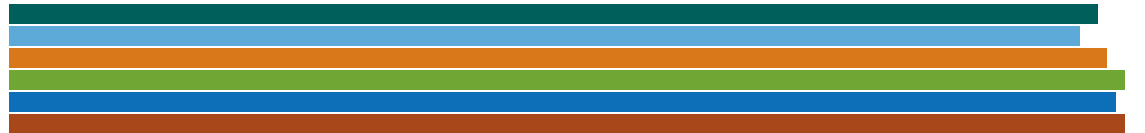
**Not including CenterStage or Aquatics attendance totals*

2023 CUSTOMER SATISFACTION SURVEY RESULTS

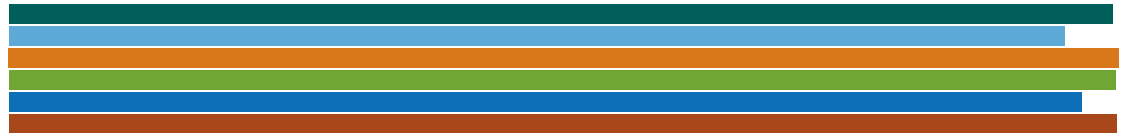
LEISURE & LEARNING



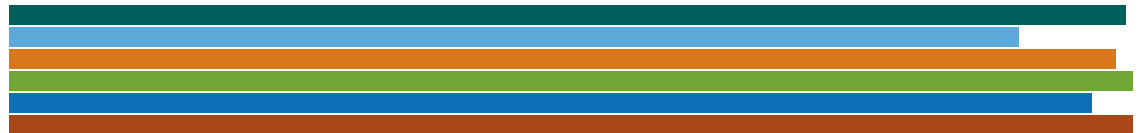
AQUATICS



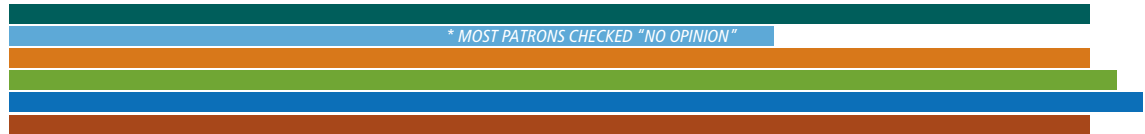
ARTS & CULTURE



OFFSITE & COLLABORATION



FACILITY RENTALS



- My RCC program/service was a high-quality offering
- The setting for my RCC program/service was appropriate, clean and accessible.
- My RCC program/service improved my quality of life and/or enhanced my skills or knowledge.
- RCC employees were effective, helpful and courteous.
- My RCC program/service was provided at a reasonable cost.
- I would recommend RCC programs or services to others.

2023 FEE WAIVER USE

Zip Code	Number of Households
20190	99
20191	165
20194	6
Other	5
Total	275 Households

Type of Offering	Value Utilized
General	\$77,996
Summer Camp	\$95,574

Age	Number of Family Members
1 – 10	101
11 – 20	121
21 – 30	6
31 – 40	18
41 – 50	20
51 – 60	16
61 – 70	30
71 – 80	80
81 – 90	72
91 and up	1
Total	465

Quotes used throughout this publication have been taken from email and other communications to RCC. They may be slightly altered for clarity. Photos in this report were taken by RCC Staff and Erin and Mike Lesnick.

2023 VOLUNTEER NUMBERS

THANK YOU RCC VOLUNTEERS

RCC extends its profound gratitude to our wonderful volunteers who give everything they do the shining touch of their generous community spirits. Volunteers are the heart and soul of the RCC experience.

Name	Number of Volunteers	Volunteer Hours
RCC Board	10	300
AARP	23	1,625
RCC Rides	18	525
RCC Programs	278	656

Reston Community Center

Enriching Lives. Building Community.



RCC HUNTERS WOODS:
2310 Colts Neck Road
Reston, VA 20191

RCC LAKE ANNE:
1609-A Washington Plaza
Reston, VA 20190



To request reasonable
ADA accommodations,
call 703-476-4500 • 711 (TTY)



We welcome your questions,
comments, concerns and
suggestions. Please send them to
RCCcontact@fairfaxcounty.gov.
All inquiries are answered within
48 business hours.

