

ANNUAL REPORT



RESTON COMMUNITY CENTER

JUNE 2020

I am happy to be part of the Reston community, and look forward to seeing you and enjoying RCC activities in the New Year.

– Gwenn Minton



A MESSAGE FROM BEVERLY COSHAM



FROM THE BOARD CHAIR

The Annual Report from Reston Community Center typically relates the immediate past calendar year's achievements, obstacles and forecast for the future of our agency. If we were proceeding as normal, you'd be reading a letter from me that encapsulates our Board's and staff's perspectives on the community we serve, how we serve it and what we are planning. As we approach the Annual Report this year, we are fully immersed in the COVID-19 pandemic and nothing is typical anymore. We are months into mandated facility closures for both our buildings. The entire 2020 spring program cycle of RCC offerings was canceled, and we are not sure at all about what will be possible for the summer.

In the pages ahead, we provide information about calendar year 2019. In many ways, compiling that information has been both reassuring and sorrowful. Knowing what we used to do "normally" makes it challenging to comprehend what we are doing now and imagine what we might do in the future; nothing about the present is familiar. The touchstones Board members and staff feel daily that are unchanging are our commitment to our community and how passionately we enjoy serving Reston.

RCC's Board of Governors said farewell to member Michelle Moyer in 2019. Michelle provided tremendous leadership to the Terry L. Smith Aquatics Center renovation project, and we are profoundly grateful for her six years of service to RCC and Reston. We welcomed Laurie Dodd to the

Board and look forward to her tenure – she brings to RCC a keen interest in serving youth and families. Our 20-year collaboration history with Supervisor Catherine M. Hudgins concluded, and we welcomed incoming Hunter Mill District Supervisor Walter Alcorn. Cathy will be remembered as our invaluable colleague and friend – we are deeply proud of her groundbreaking role and our efforts to support her community priorities. Walter brings his keen intellect and commitment to Reston values to his new role; we are excited to partner with him on a variety of fronts.

As we explore the new journey we are taking with our capable staff, we are conscious of these overarching priorities: sound stewardship of our resources; preservation of the high quality of RCC programs and services; faithful support to our partners, volunteers and employees to enable us to continue providing our patrons with excellent programs. We know that now more than ever, the community organizations and Fairfax County agencies that serve the people of Reston need to collaborate and collectively leverage our capacities to do the most good for the most people in the place we love so much. We must be stronger than ever before – together.

FROM THE EXECUTIVE DIRECTOR

Reston Community Center embarked on a year of change and learning in 2019. Change of course was most embodied by the year-long aquatics renovation project. Learning how our community views our programs and services was central to the undertaking of the 2019 RCC Community Survey. Both endeavors required team efforts that included staff from all cost centers. Our partners on each project greatly contributed to their success.

The new pools are beautiful, and we are grateful to the Fairfax County Department of Public Works and Environmental Services for the outstanding project leadership and management they provided to us. The project architecture and engineering team, RRMM Lukmire, created a blueprint for success within the constraints of the existing building footprint. Branch Builds, our contractor, constructed a very difficult project with tenacity and commitment to excellence. Artist Valerie Theberge created mosaic artwork that adds a level of unparalleled beauty to the new venue.

The Center for Survey Research at the University of Virginia worked tirelessly to create a comprehensive community survey that would help us develop RCC's next strategic plan. The deployment in the community reached both longstanding and new residents – the results provide a deep and informative tapestry of views about leisure and cultural activities, how people want to connect to us, whether or not a new performing arts venue will be

welcome, and the role RCC fulfills for Reston. The completed results and data tables are posted on RCC's website so they can be shared broadly throughout the community.

Not all change is welcome. We said goodbye to our dear colleague and friend Ivan Cole. Ivan lost his battle with an injury and subsequent illness; he died in April 2020. He was a familiar and beloved figure in Reston because of his many community leadership roles and his outstanding success as a youth coach. At RCC, Ivan engaged with our Aquatics regulars and they enjoyed the many intellectually stimulating conversations they had with him. He was a gentle, witty and reliable presence in RCC daily life who is terribly missed by us all.

Mark Brutsché left the role of assistant theatre technical director in 2019 – with a partial retirement. He is continuing his teaching and artistic direction of Young Actors Theatre, so he remains connected to his most ardent fans – his students.

It is our hope that all we do in the coming months will serve to make RCC and Reston stronger. At RCC, we believe more than ever in the necessity of our mission. Enriching lives and building community will be essential to healing, becoming more resilient, appreciating anew the strength we derive from our diversity and continuing to advance Bob Simon's ideals for this special place. Whatever the future holds for Reston, we are eager and grateful to be part of it.



A MESSAGE FROM LEILA GORDON



There's a sense of community in the community center that I have not experienced in my entire adult life. I am probably your biggest fan.

– JB





BOARD OF GOVERNORS

RCC Board of Governors members guide our policy and financial directions, and function in partnership with other Reston civic and nonprofit organizations. Each Board member has liaison roles that connect RCC to our schools, arts and culture organizations, human services agencies, the business community, Reston civic organizations, and Fairfax County initiatives. From these invaluable relationships, we learn about opportunities to program together, to identify community needs and to avoid duplication of services or conflicts that adversely affect our ability to achieve our shared goals. By fostering direct connections to our partners, the RCC Board works cooperatively to achieve outstanding results collectively for our community. It is this spirit of collaboration that is the key to RCC's success now, and that will be the foundation of our ability to address the future effectively.

Just wanted to send you a note that I thought RCC's Summer Camp Guide was particularly well done.

And I really appreciated RCC offering furloughed federal employees some consideration.

– Julie Bitzer

BOARD OF GOVERNORS

CHALLENGES

Reston continues to grow rapidly. The changes occurring are felt in the daily lives of its people as well as in the changing makeup of the community. The 2019 RCC Community Survey needed to reach a broad cross section of this evolving community and encompass the perspectives of both longtime and new residents. Obtaining both perspectives would enable RCC to understand the ways the pace of change and lifestyle shifts were affecting participation in leisure and cultural activities. More young people without children are moving into new multifamily buildings here; older people are finding the once-familiar landscape of the community shifting dramatically. The diversity of Reston is also evolving, with people from even more places of origin represented in the schools. Against this backdrop, assuring the survey reached a representative cross section of the community was of paramount concern.

The challenges surrounding the aquatics renovation arose chiefly from two sets of factors. The first involved the constraints and hidden conditions of the 40-year-old building where the project was occurring. This led to an early delay because the original drawings' location of key infrastructure proved inaccurate. Second was the pace of and competition in the construction industry, both locally and nationally. This led to critical labor shortages and subcontractors missing their

intended schedules. Additionally, work for key systems was not being performed to the specifications or standards for the project. The completion date originally anticipated (end of October) shifted several times; the new facility finally reopened on January 27, 2020.

SUCCESSES

Despite the challenges, both these vital projects were concluded successfully. The 2019 RCC Community Survey went through rigorous testing to assure it would be well-understood by those completing it. Additionally, RCC and the Center for Survey Research committed to a prolonged and multifaceted marketing campaign to make the community aware of the survey and to offer multiple language formats to people. The target participation number was reached for the statistically valid sample size – also called a probability sample. An identical version of the survey was offered over a three-month period for people in the community to access and to express themselves if they had not received the mailed survey – a non-probability sample. Views of the two different survey groups were remarkably similar. The rich data provided by the survey will help RCC plan goals and objectives related to programs, facilities, communications and services for the next strategic plan.

Although it experienced many delays and unforeseen obstacles, the aquatics renovation project benefited from tireless leadership across the partner groups involved in it. While the opening was delayed substantially, the community response was resoundingly positive. People greatly appreciated the variety of water temperatures, play features, large warm water pool and the beauty of the entire environment. Also, notably, the project will be delivered at the completion of closeout activity under budget. An unforeseen gift of the facility closure caused by the pandemic has been time to address all the project punch list items appropriately.

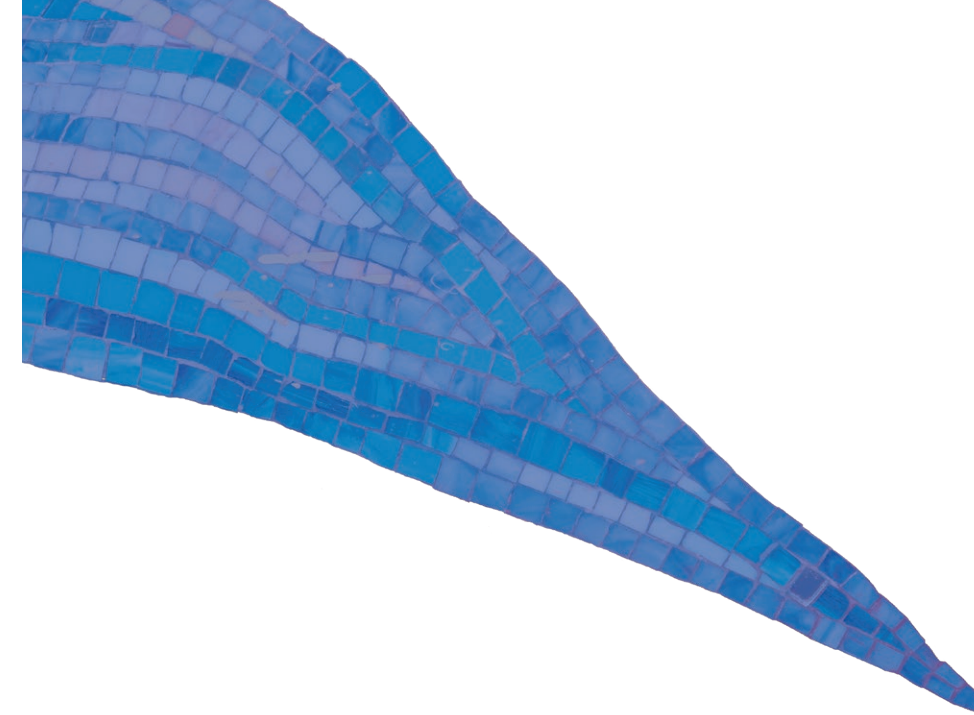
The Board of Governors and agency leadership focused on these key endeavors. In addition, the agency supported and promoted key Fairfax County Government initiatives. One Fairfax, the joint resolution of the Fairfax County Board of Supervisors and School Board to address the effects of persistent structural racism, established new parameters for planning and resource allocation. The objective is to use an equity lens to improve the outcomes for people of color, specifically to increase their representation in markers of success and reduce their over-representation in the criminal justice system. Additionally, throughout 2019, all county agencies were involved in the development of a new strategic plan for Fairfax County Government. RCC contributed staff, time and resources to assure the success of both efforts. By focusing resources and efforts toward the goals represented in One Fairfax and a new Fairfax County Strategic Plan, all agencies will be able to achieve those aims more effectively and rapidly.

LOOKING AHEAD

While the impact of COVID-19 has deferred the formal adoption of the new Fairfax County Strategic Plan, the content of that plan has already begun to inform understanding of the community's expectations. RCC has coupled the research done in its community survey with the content of the year spent in work on the Fairfax County Strategic Plan to gain a deep understanding of how this agency can support the aspirations of the people of Reston for the fullest menu of leisure and cultural options. RCC will develop a new strategic plan in the coming months by engaging with the community to create a plan for new facility development, programming options and modes of communication that help knit the community together.

Coupled with planning activities, RCC's leadership will conclude the years-long process of marshalling evidence of compliance with the 154 benchmark standards for excellence in park and recreation agencies established by the Commission for Accreditation of Park and Recreation Agencies (CAPRA). CAPRA visits occur every five years to provide agencies that meet those standards with "accreditation" that assures their communities that the highest standards of public service in the field are being met.

This process involved leadership and staff review of all the ways that RCC conducts its business and plans for meeting the needs of Reston. RCC's CAPRA application has been made formally, and the site visit will occur (now virtually) in May of 2020. RCC benefitted enormously from support by Fairfax County Park Authority (FCPA) in preparing its narrative and evidence compilation. FCPA is a two-time National Recreation and Park Association Gold Medal-winner and has met all the CAPRA standards for each of its accreditation processes.



I love RCC, as it's very customer-centered, and everyone does a great job.

– Karen Mantyla

ADMINISTRATION

The administrative functions of Reston Community Center include Customer Service, Finance and Human Resources, Communications, Building Engineering and Information Technology. Collectively, they support our lines of business and programs for our patrons.

ADMINISTRATION

CHALLENGES

With communications central to our ability to connect to people in Reston, the impacts of growth in the community and the decentralization of information dissemination have made this as challenging as ever in our history. A symptom of this ongoing fragmentation in media outlets was the loss of the local Comcast studio for local video programming in 2019.

The RCC buildings are very well-maintained. Nonetheless, their age (RCC Hunters Woods is 40 years old and the building housing RCC Lake Anne is more than 50 years old) means that constantly checking and updating their systems and equipment are vital to their function. With the pace of technological change and the increasing focus on environmentally sound and sustainable facility management, it is more important than ever to stay abreast of needed repairs, replacement and upgrades to facilities and their features.

Administrative functions continue to form the spine of how effectively RCC operates. RCC's business practices, software platforms and capabilities had to be addressed within the contexts of both ongoing work requirements and updating functions and related documentation to assure the CAPRA standards were being appropriately addressed.

SUCCESSSES

As a result of the changes in use of media, RCC created its YouTube channel. The channel provided a means to broadcast an inventory of short films to convey the many ways that RCC has been enriching lives and building community for all of Reston over its 40-year history. A partnership with Storycatcher Productions was developed to create the content. In 2019, six films were produced and launched that described RCC's beginnings, a day in the life of RCC, Reston Opportunity Neighborhood, Reston Community Players, the experience of a family growing up at RCC, and how RCC looks from "behind the scenes."

Our facility management approach also accelerated into virtual terrain in 2019. RCC researched and obtained a new software product, Asset Essentials, to support the increasingly complicated scheduling of maintenance and repair projects as well as equipment and systems replacement. Facility improvements made in 2019 included:

- ◇ Replacement of traditional lighting instruments with LED lights in the CenterStage; this is a multi-year, phased effort to transition completely from traditional lighting to modernized fixtures that use far less energy and create far less heat.
- ◇ Replaced entry carpeting to the Terry L. Smith Aquatics Center in RCC Hunters Woods.

- ◇ Installed a new digital display in the Terry L. Smith Aquatics Center for patron information on pool conditions.
- ◇ Implemented an Environmental Sustainability Plan for RCC facilities and expanded tracking of utility data (usage and cost.)
- ◇ Participated in crafting the RFP for Solar Energy use for Fairfax County Government facilities; with establishment of the selected vendors, RCC will be able to proceed with solar panel installation on the roof of RCC Hunters Woods in 2020.

A large part of work done at RCC is invisible to the public. Key to the ability of programmers to deliver high-quality programs and services is the administrative teamwork that is managed in the Finance/HR, Information Technology and Customer Relations teams. In 2019, RCC's dedicated administrative staff processed 5,120 purchasing and financial requirements, 165 personnel actions (hiring, transferring and releasing employees), and 3,566 time/attendance forms for 264 employees who worked a total of 126,826 hours. These processes depend upon a

reliable infrastructure of hardware and software. Customer support comes from a team of diverse professionals whose languages include English, Chinese, Japanese, Spanish, Russian, Polish and Farsi. All administrative functions were reviewed in 2019 for applicability to the CAPRA standards, and updated procedures were put in place where needed.

LOOKING AHEAD

RCC's challenges ahead are complicated by the impact of the COVID-19 pandemic. Prior to its appearance, we had a calendar in place for achieving CAPRA accreditation and simultaneously launching the engagement process with the community to develop a new RCC Strategic Plan. What the COVID-19 pandemic is doing is making it necessary to work on parallel paths for both critical activities and to do so with the support of technology. We will continue to point toward achieving the CAPRA visit – it will now be a week-long virtual visit. While we are closed to the public, we will be developing alternative paths to giving the community its voice in creating the priorities of RCC's next five years. In addition, we will necessarily be working in radically different ways to execute our mission to the fullest extent we can.

Because of the pandemic, the entire administrative level of RCC operations was consumed by the activities required to issue refunds to ticket purchasers, enrollees in registered programs and rental patrons. The platforms put in place over the past several years gave us the foundation from which to execute that enormous workload efficiently and effectively. Coping with the impacts of the pandemic will make us even more resilient.

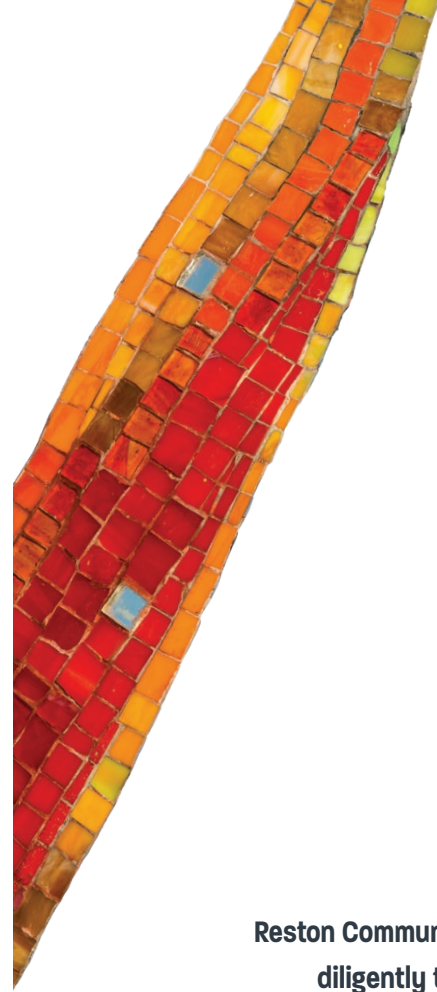
RCC SERVES



27,946
Households



1,822
Businesses



FACILITY SERVICES

Reston Community Center's Facility Services team works diligently to provide high-quality rental experiences and to schedule all available spaces in both RCC facilities for program patrons and users. Each year, hundreds of community members take advantage of the low-cost facility rentals that RCC offers for events ranging from meetings to wedding receptions.

From classes, workshops, community events to rentals, RCC's facilities are booked to capacity most of the time. Our staff works hard to manage all these activities and to ensure that every experience is a special one in clean, safe and attractive settings.

Thank you so much for providing space and setting up for the Fairfax County Strategic Planning session last night. We are so appreciative of your assistance in the process of making this meeting a great success.

– Amy Ordonez

FACILITY SERVICES

CHALLENGES

A consistent challenge is the high level of demand for quality rental space. Upgrades over the past several years have made the space more desirable, and weekend dates typically book a minimum of six months in advance. We are nowhere close to being able to accommodate everyone, but our Facility Services team works hard to ensure that scheduling of space is done equitably and that the downtime for RCC rooms is minimal. This requires a capable, reliable and customer-focused team.

While the aquatics renovation project presented potential impacts from construction, fortunately those impacts were very limited and minor in nature. The project team worked hard to avoid disruptions to the rest of the facility, which remained open for the duration of the project, and ensure, whenever possible, that other users were not inconvenienced. The RCC Facility Services staff members worked to relocate both supplies and personnel to support the aquatics project.

SUCCESSSES

Utilization of RCC facilities continued to be near capacity, and our staff worked hard to accommodate as many requests as possible. This was the first full



7,540
Facility Rental
HOURS

year of a revamped and simplified rate structure that eliminated the special rates that had previously been available only to Founding Partner organizations. These organizations (just seven remain) still enjoy priority access to the rental calendar, but they now pay the same rates as all other Reston organizations.

The improvements to the Jo Ann Rose Gallery, our most popular space for rentals, were well-received by patrons. Users have appreciated both the privacy and the acoustical benefits afforded by the solid wall and the new options available for their audio-visual requirements. This was expressed in the comments from rental patrons on customer satisfaction surveys. Our second year of collecting feedback online continued to yield excellent results in terms of completion rates. The

feedback we obtained affirmed that our patrons are very satisfied with their experiences in both facilities.

Facility Services staff provided important support for the aquatics renovation project. They coordinated replacement of the old carpeting in the lower-level hallway, aquatics lobby and office areas with new carpeting to match the style of carpeting recently installed in the rest of the facility. Staff also assisted with cleaning efforts and locker room improvements. The supplies normally housed in the Terry L. Smith Aquatics Center were relocated to offsite storage, and Facility Services team members reorganized their work and office area to absorb the dislocated Aquatics staff.

LOOKING AHEAD

Facility Services will continue to evaluate its rental rate structure, and although some changes were anticipated in 2020 prior to the onset of the pandemic, those will likely be deferred to provide support to our users. The staff will look carefully at what other venues, such as Fairfax County Park Authority and other local community centers, charge for rental space as we make our decisions. We want to make sure RCC is aligned with the market



6,810
Meeting Room Rental
HOURS



730
CenterStage Rental
HOURS

and not creating artificial demand by having our rates set too low. As always, Reston residents and employees will continue to be eligible for discounted rental rates.

There are some major projects on the horizon for the second half of 2020. RCC plans upgrades to the meeting rooms at RCC Hunters Woods to include installation of an audio system and replacement of aging room dividers. The carpeting in the pool overlook area will be replaced and incorporate new safety features to prevent inadvertent stumbles or tripping. Staff are also looking at other building safety improvements, including a new access control system at RCC Hunters Woods and upgrades to the existing network of security cameras.

The new staffing plan for this cost center will be completed in 2020 with the revised Facility Operations Manager position being approved and filled.



LEISURE & LEARNING

The Leisure and Learning team engages patrons from birth to their wisdom years in thousands of different enriching, educational, entertaining and healthy living programs. Whether they participate in extensive new fitness offerings or journey to a new attraction, take a class or drop in to work on a project, patrons in these programs explore their interests and enhance their well-being with their involvement. In trying to expand program options for the community, the Leisure and Learning department collaborates with many other organizations, and it uses facilities outside our own buildings to meet growing demand for the high-quality leisure experiences that RCC offers.

RCC's Thanksgiving trip was very beautiful. I enjoyed the trip so much. Thanks for taking good care of us.

Looking forward to the next trips.

– Saraspati Pillai

LEISURE & LEARNING

CHALLENGES

The 2019 RCC Community Survey confirmed staff-observed challenges to growing participation in Leisure and Learning programming. Although 84% of residents are familiar with RCC and 76% expressed the desire to take classes at RCC, only 17% of residents surveyed said that they had participated in Leisure and Learning classes. When asked what barriers prevented participation, survey respondents cited “too busy,” “don’t know about programs” and “programs not offered at a convenient time” as reasons.

To meet those challenges, Lifelong Learning and Fitness staff scheduled more classes in the evening and on weekends, placing popular classes in time slots that might be more appealing to working adults. Some of these classes were well attended, while some did not achieve the anticipated enrollment and were canceled. Fitness, language and retirement classes are popular

in the evening, but other classes have been less successful. Staff will be using the survey results to plan and experiment with a variety of programs for evenings and weekends until we find the programs that working adults want attend and enjoy during those times.

SUCCESSES

In 2019, Leisure and Learning increased the number of programs offered, both registered and drop-in, to accommodate growing demand for more evening and weekend options, fitness classes without lengthy breaks, and more offsite and after-school experiences. Youth after-school programs were very successful; although our teen programs were moved to a smaller space (due to Langston Hughes Middle School’s renovation impacts), participation was still robust with more than 956 teen participant visits. Steady enrollment for participants in our Spanish Club at Forest Edge Elementary School was maintained with 31 participants. The RCC “Fun Around Town,” in partnership with Reston Opportunity Neighborhood (RestON), attracted 260 participants – double the previous year’s attendance. The Reston Baby Expo had 110 attendees, and RCC supported the Sunrise Valley Elementary School’s 40th anniversary celebration that drew roughly 500 happy participants. The popular

“Back 2 School Bash,” an annual event for South Lakes High School pyramid schools, drew 1,624 attendees.

Collaboration and Outreach made new connections implementing offsite programs. Events were held at new multifamily buildings, including The Aperture (75 attendees), VY at Reston Heights (20 attendees), and The Signature (52 attendees), and staff presented a wreath-making class at the Fairfax County YMCA/Reston (nine attendees).

We listened to fitness patrons’ desires to have fewer breaks between sessions and added fitness classes to eliminate those gaps and to support their continuing health; this contributed to an 8% increase in registered patron visits. Traditional family programs (Eggnormous Egg Hunt and holiday youth celebrations) had consistent attendance. The trend away from multiple-session instructional classes to more in-depth single sessions was evident in more fully enrolled computer classes that were provided with that format. This change supports active adults’ busy lifestyles.

In November, RCC staff began visiting the five Reston Opportunity Neighborhood sites to inform residents of RCC programs and opportunities for fee waivers, as well as to gather suggestions for RCC programming for these neighborhoods. More than two dozen families signed up for RCC household accounts, and they suggested many new programs that will be implemented in the year ahead.

RCC Rides, RCC’s volunteer program for transporting older adults who can no longer drive, continues to be active and vital to users’ physical and mental health. We thank our volunteer drivers for a 30% increase in the number of rides given; their generosity provided 1,246 rides in 2019.

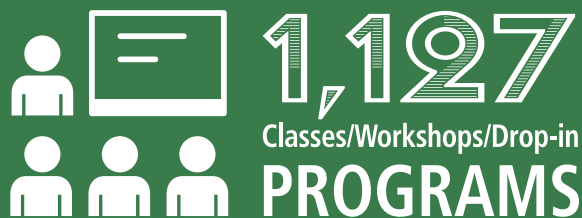
LOOKING AHEAD

The COVID-19 pandemic impacted Leisure and Learning with RCC’s closure in March 2020. The staff will be using the time during the closure to deeply examine the 2019 RCC Community Survey and research the many program ideas suggested by respondents. Dozens of new or refreshed offerings were noted.

Leisure and Learning will continue working with partners to reach underserved communities at the five Reston Opportunity Neighborhood (RestON) sites and with the Neighborhood School Readiness Team (NSRT) to ensure that RCC is supporting their efforts to engage children and adults who may not have transportation to our two locations. The Collaboration and Outreach team will continue to find opportunities to bring RCC programs to the RestON sites and other sites throughout Reston. The Youth department will continue to offer programs that support all children in their social development and prepare them for success in school.

RCC Rides will continue to partner with other county volunteer driving programs to implement best practices and deliver older adults who cannot drive to their medical, dental and social appointments.

The Leisure and Learning department will remain resilient and open to community input in order to provide programs that enrich everyone’s mind, body and soul.





AQUATICS

The Terry L. Smith Aquatics Center supports swimmers of all ages and abilities. Whether the goal is recreation, learning to swim, water safety education, fitness, celebrations or therapy, the RCC Aquatics staff welcomes visitors throughout the year. During 2019, the extensive renovation project required staff and patrons to move out of the natatorium and into new environments. Although there were challenges during construction, the new Terry L. Smith Aquatics Center reopened to the public on January 27, 2020 with two beautiful new pools, upgraded systems, public art and a staff eager to welcome back Reston swimmers.

The Aquatics department appreciated the support of RCC swimmers by the agency's community partners at the Fairfax County YMCA/Reston, Herndon Community Center and Reston Association. They offered special rates to RCC's patrons who had to find new places to swim for an entire year. These partners were critical to the success of this project.

I know that there is a Board of Governors meeting this evening and I wanted to drop you a quick note about the new pools to share with them. In a word – fantastic! The facility itself is wonderful with everything new, bright and thoughtfully planned. I have heard lots of positive comments from teammates and patrons.

– Michelle Moyer

AQUATICS

CHALLENGES

As with many construction projects, there were some unwelcome surprises during the pool construction project. The existing conditions presented many difficulties – including matching the original plans to the existing building, which added significant time to the project calendar. Accessing quality construction crews during the highly competitive summer months also proved to be a challenge. Work done by some subcontractors failed to meet the specifications and had to be redone.

The renovated pools opened in January 2020, however many “punch list” issues (plumbing, heating, roof, deck and other areas) remained. The tasks had to be scheduled around the users of the new pools. In mid-March, the shuttering of the entire RCC facility due to COVID-19

provided the contractor with the opportunity to complete the entire list of project requirements while RCC was closed.

SUCCESSSES

The new Terry L. Smith Aquatics Center offers our patrons welcome new options for swimming, exercise, therapeutic recovery, training and fun. The lap pool with a separate zero-depth entry has room to play and new water features to enjoy. Its six lap lanes are outfitted with starting blocks and a perimeter gutter system that greatly enhances the training experience. Using a 25-yard configuration for the lap pool matches competition conditions for the teams practicing there. A second warm water pool creates more options for programming and creates a welcome environment for open swimming and relaxation. New programs are being created for both pools. With two separate pools, the warm water pool can be utilized by our patrons when the lap pool is being rented to swim teams.

When RCC’s swimming venue closed in 2019, the Aquatics staff provided 92 participants with classes in pool certifications, CPR/First Aid and other Drowning Education Awareness Program (DEAP) services at attendees locations. Staff also supported other RCC programs and departments during the renovation year, acquiring valuable cross-training as a result.



389
Days of Aquatics
CONSTRUCTION

LOOKING AHEAD

The short time the renovated Terry L. Smith Aquatics Center was open in early 2020 offered a glimpse of the pools’ bright new future. After the pandemic interruption, we expect to offer exciting, expanded programming. Those options and programming will include new swim team practice times, women-only hours, family events and more of the basic learn-to-swim classes we present free of charge to meet our mission objective that every child in Reston becomes comfortable in the water.

We will continue to offer water safety and CPR/First Aid/AED training, both at RCC and in the community. The core goal of the RCC DEAP program is to assure that anyone living or working in Reston will gain the knowledge they need to be safe in or near the water. With new housing developments and new residents continuing to arrive in Reston, we will take water safety programs to new and diverse patrons – particularly those who live in buildings with pools.

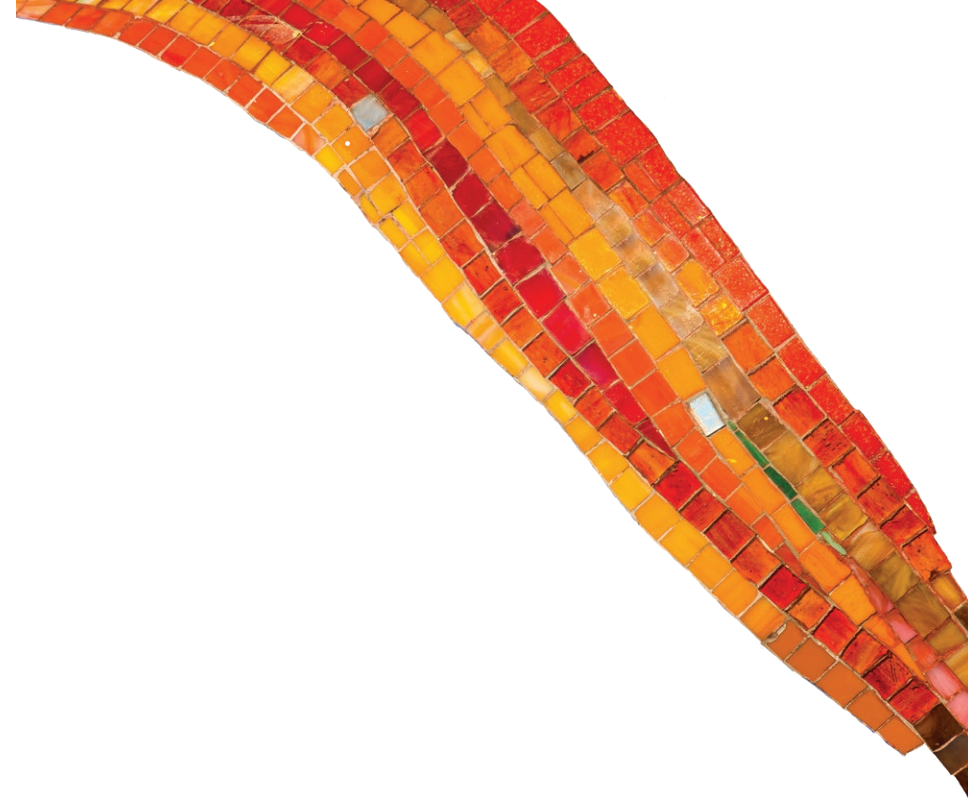


177.6
Tons of Materials
RECYCLED
During Construction

216,961
Gallons of Water
TO FILL BOTH POOLS



229
TOTAL CAPACITY
(Including the two new pools and the spa.)



Fabulous is a word that comes to mind. As I said to the audience at the performance's conclusion, I hadn't come to the park fully prepared to be entranced. It was just terrific.

– Robert Goudie

ARTS & EVENTS

The Arts and Events department offers a wide range of professional and community-based arts performances and experiences. We offer classes and workshops in the performing and visual arts, sponsor or co-sponsor festivals and outdoor activities, and present fine arts exhibits. The Arts and Events team provides support for our partner arts organizations, and programs workshops and performances in Reston schools.

ARTS & EVENTS

CHALLENGES

RCC facilities host a wide range of arts and culture experiences that include the full spectrum of genres, disciplines and options for participation. Offerings range from professional touring artists to local arts practitioners. Community nonprofit organizations, along with Reston public and private schools, benefit from artist residencies presented by RCC. The greatest challenge each year is that the demand for RCC exhibit spaces, specialized classrooms and studios, the state-of-the-art CenterStage, and the multi-purpose Community Room always exceeds the calendar capacities.

To address the community's hunger for arts experiences, the Arts and Events team programs more than 100 free outdoor events and festivals, even though these events are at the mercy of summer storms. These free performances provide a rich array of options and ensure that access to the arts is easily available for all who live and work in Reston. RCC's arts reach is also greatly extended with offsite programming in Reston schools.

Reston's arts and culture ecosystem continues to thrive and evolve, and RCC constantly looks for opportunities to support the aspirations and creativity of our community. Part of this effort will include exploring

the possibility of a new performing arts center. The community will be fully involved in that endeavor.

SUCCESSES

Arts Education

RCC continues to provide quality visual arts instruction in a variety of media, including ceramics, sculpture, glass, mosaic and two-dimensional forms. Total participation in 2019 arts education offerings was 7,098, a 7.2% decrease from 2018. That can be attributed to lower enrollment in summer camp offerings and an uptick in program cancellations. RCC hosts three exhibition spaces: the Jo Ann Rose Gallery and 3D Gallery at RCC Lake Anne, and public exhibit space at RCC Hunters Woods. In 2019, the exhibit spaces provided opportunities for 1,518 visual artists. That represents a decrease from 1,870 in 2018. Fluctuations in the number of artists participating in RCC's monthly exhibits account for the variation; more solo, duo and trio exhibits were held than in 2018, when group shows dominated the calendar.



Community Events

The annual Reston Multicultural Festival was expanded and enhanced in 2019, attracting record crowds. The Reston Dr. Martin Luther King Jr. Birthday Celebration continued to bring the message that hope springs from the power of activism. RCC increased the roster of outdoor activities, adding performances to Sundays in the Park with Shenandoah Conservatory at Reston Town Square Park in Reston Town Center and the Summerbration Stage at Reston Station. Our popular Take a Break concerts and sponsorship of the annual Jazz and Blues Festival at Lake Anne Plaza showcased RCC's commitment to bringing high-quality, engaging and entertaining performances to the historic heart of Reston.

RCC collaborated with George Mason University for a pilot program in 2019. Lunchtime with the Arts at Mason, held at Reston Town Center's Town Square Park, offered free concerts from musicians at GMU's highly regarded College of Visual and Performing Arts. The shows were well received, and the series will continue. RCC is a major sponsor of the Northern Virginia Fine Arts Festival, for which RCC also presents nationally recognized, thought-provoking performance artists. RCC sponsors

and supports other events such as the community's Thanksgiving Food Drive, Holiday Parade, Founder's Day, Reston Pride Festival, Southgate Community Day and the Spring Festival at Walker Nature Center.

At RCC Hunters Woods, the weekly Community Coffee continues to be a popular program, bringing people together for coffee and conversation. RCC's enthusiastic volunteers, as always, played key roles at events and programs, including the Thanksgiving Food Drive, Reston Multicultural Festival, the Reston Dr. Martin Luther King Jr. Birthday Celebration and Egg-normous Egg Hunt. Total RCC community event attendance was 71,656, which is comparable to prior years with similar weather patterns.

Performing Arts

The Professional Touring Artist Series at the CenterStage hosted sold-out performances, including Reduced Shakespeare Company's *The Complete Works of William Shakespeare (abridged)*, Ranky Tanky, Fran Lebowitz and the Klezmatiks' interpretation of Woody Guthrie's *Happy Joyous Hanukkah*. Rising political star Bakari Sellers spoke to a sold-out house about civil rights challenges in present society.

120
PERFORMANCES
in the CenterStage





Continuing the equity focus RCC has established, RCC featured artists addressing topical issues, such as Jeffrey Stewart, author of *The New Negro*, and Anita Hollander, a comedian and disability rights activist, among others. RCC continues to foster connections through its *Equity Matters* programming, which expands opportunities for conversations that celebrate Reston's diversity and the strengths it represents.

Reston's community-based theatre, dance and music companies continue to rent the CenterStage to present programming to loyal audiences. Attendance at the CenterStage for all public events in 2019 was 15,070, which is on par with 2018.

LOOKING AHEAD

Due to COVID-19, it's uncertain when typical summer concert series performances can resume in 2020. The intent is to bring expanded options for families to Reston Station with Summerbration Sunday Funday events. The sounds of music and laughter that characterize our summer season from Lake Anne Plaza to Reston Station to Reston Town Square Park are anchors of what a Reston summer feels like – the plans to continue these experiences remain; the timing is unknown.

RCC will also expand free, outdoor events into the fall to provide increased opportunities and broaden access to the arts. "Theatre in the Park at Reston Town Center" will be launched in October of 2020. The inaugural performances will be of a fully staged production of Shakespeare's classic play *A Midsummer Night's Dream* – reimagined for the 21st century and produced by

NextStop Theatre. RCC is co-presenting this exciting event with the Reston Town Center Association.

We continue to involve the Reston community in discussions about a new performing arts venue. In the coming years, we will work with our arts constituents to assure we have a thoughtful and collaborative approach. More investigation will occur to determine costs and the program for such a venue if it is to be built. The exciting arts landscape of our community is growing in impact and importance to the quality of life in Reston.





VISION, MISSION, VALUES

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 Vision, RCC will be:

- ◇ A respectful organization that supports and nurtures its constituents, patrons, volunteers, board and staff;
- ◇ A welcoming community resource committed to improving people's quality of life in Reston;
- ◇ A builder of a sense of place and community traditions;
- ◇ Celebratory of people's traditions, and cultural and recreational aspirations;
- ◇ An active partner with other Reston organizations;
- ◇ An organization free of physical, financial and cultural barriers;
- ◇ An accepting and open organization; and
- ◇ A responsible and accountable steward of community resources.





2019 YEAR IN DATA

The following tables and charts reflect a calendar year of activity in order to present a complete picture of RCC participation for every program season (winter, spring, summer and fall). We monitor data on patron participation, as well as customer satisfaction, to be sure we are addressing program waitlists when possible, offering programs that patrons enjoy, and that programs are diverse in content and approach. We include data reflecting the context of how our patrons use RCC in addition to participation that is generated as a result of our Reston partnerships and sponsorships.

The data charts on these pages also reflect shifts in organization of our offerings and where meaningful, a year-to-year comparison.

Employees of RCC quickly provided us with help and solutions for resolving our technical problems and we had a very successful meeting. I would like to thank the members of your staff. They were professional, and customer focused. You have a GREAT team; we are truly grateful.

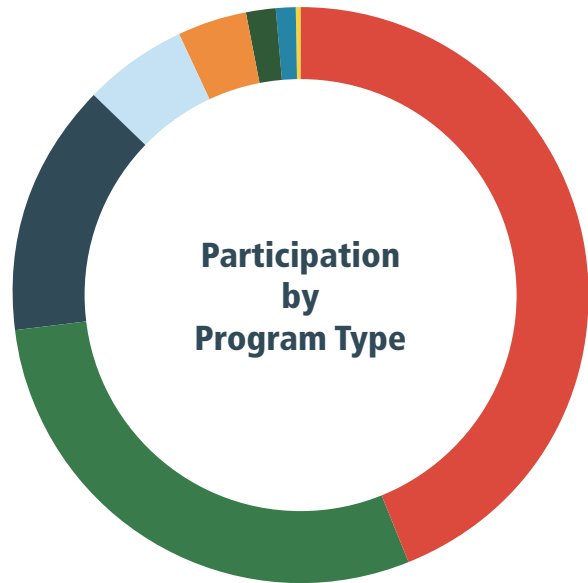
– Charlie Fusco

Community Participation

January 1 – December 31, 2019

Comparative Picture of Participation

Registered, Drop-in, Ticketed, Free Events Visits



- Community Events – 82,993
- Facility Rentals – 55,264
- Drop-in Programs – 27,065
- Community Arts – 10,699
- L&L Classes, Workshops, Trips – 7,622
- Professional Touring Artist Series – 3,204
- Arts Education Classes – 1,731
- Volunteers – 389

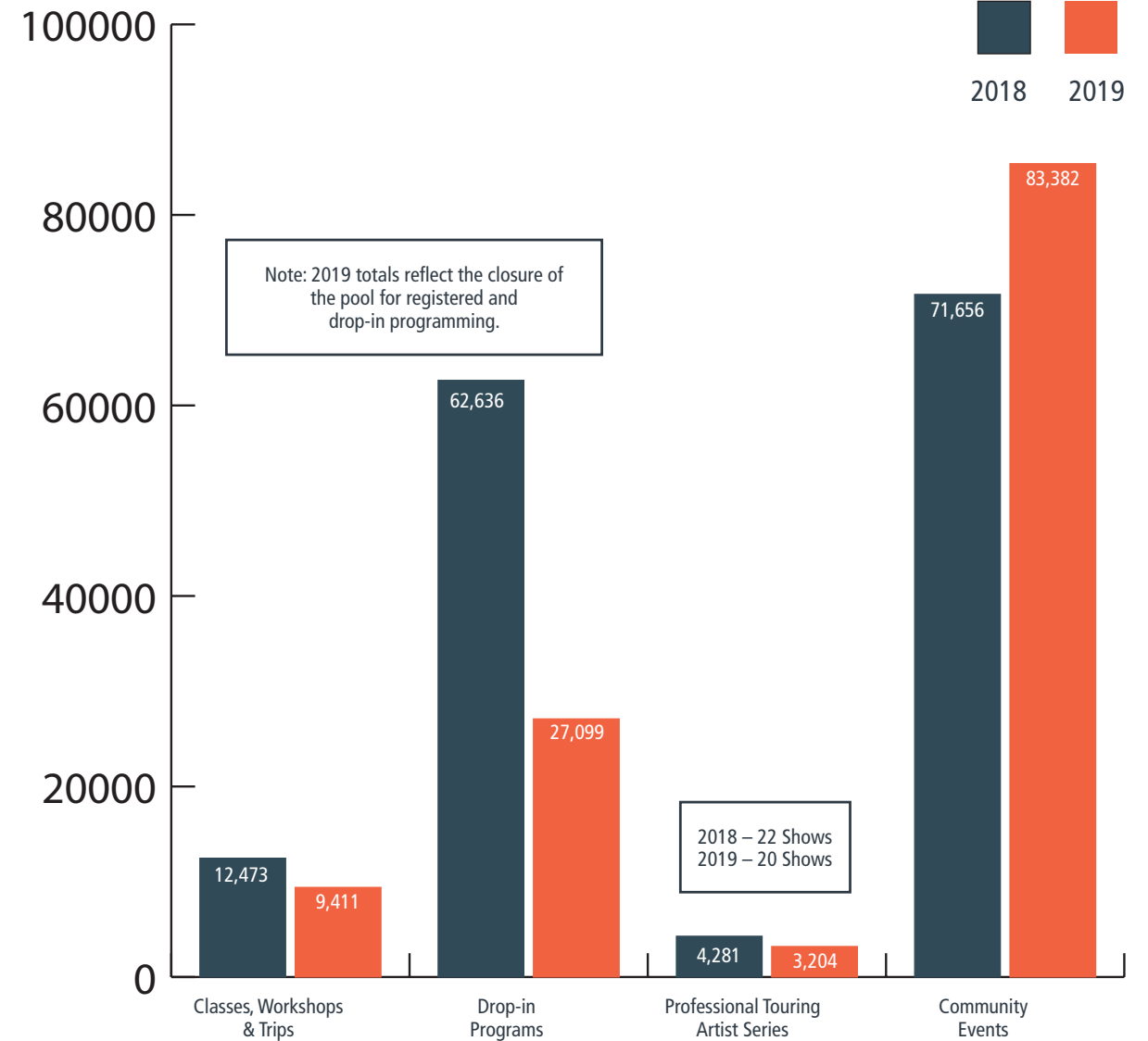
NOT LISTED ON CHART:
Drowning Education Awareness Program (DEAP) – 92



- Arts & Events – 104,401
- Facility Rentals – 55,264
- Leisure & Learning – 29,302
- Aquatics – 92

Total Program Participation 189,059

RCC publishes data regarding participation twice – first for the Annual Strategic Planning Meeting of the Board of Governors in January, and then in the subsequent Annual Report that is published in June. Between those two dates, the data is examined again for accuracy. Final data points are published in the Annual Report and if those vary from the January publication, the June publication data set is the more accurate representation of the agency participation based on actual registration data, drop-in pass use, and event or activity estimates or counts. For the June 2020 Annual Report, a data point for drop-in participation in Arts and Events was unintentionally omitted in January. That number (426) was added to the data here for both Arts and Events and the overall agency participation total.

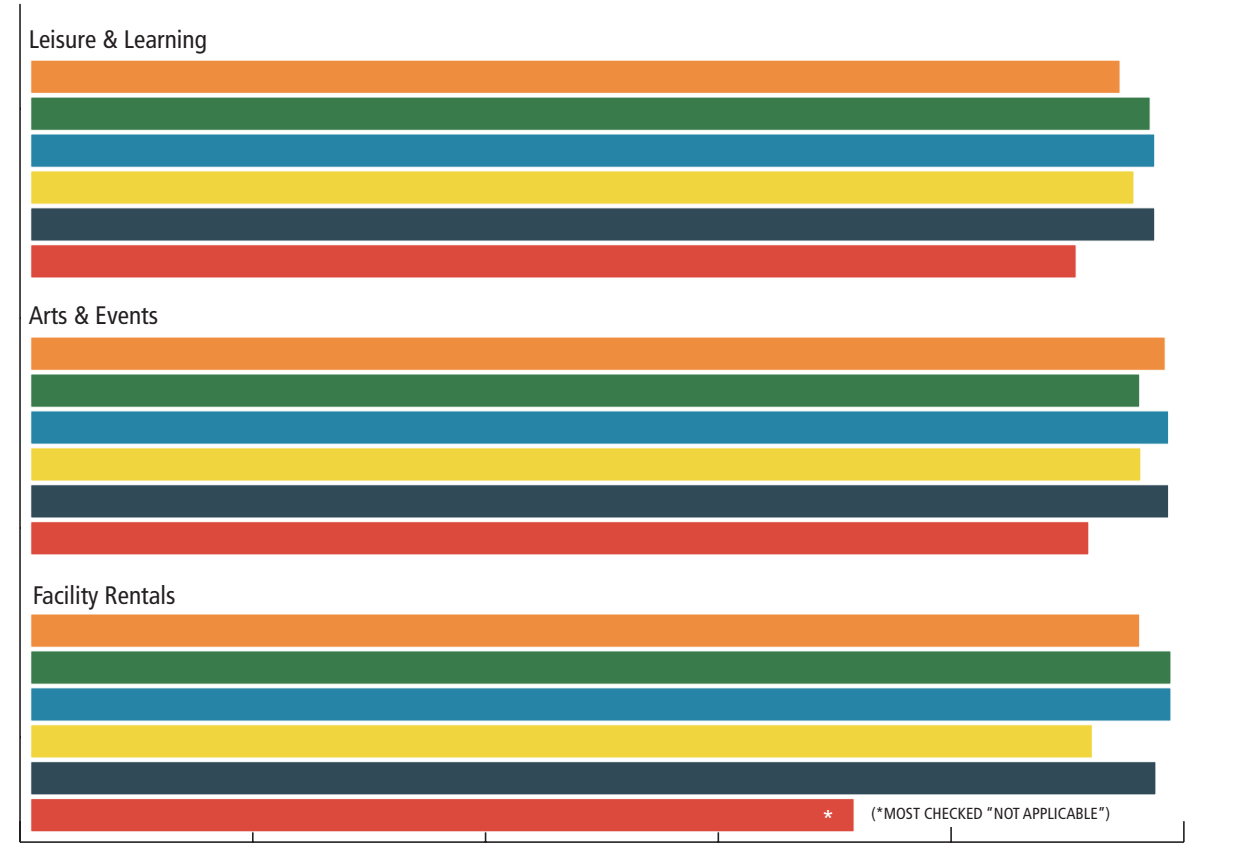
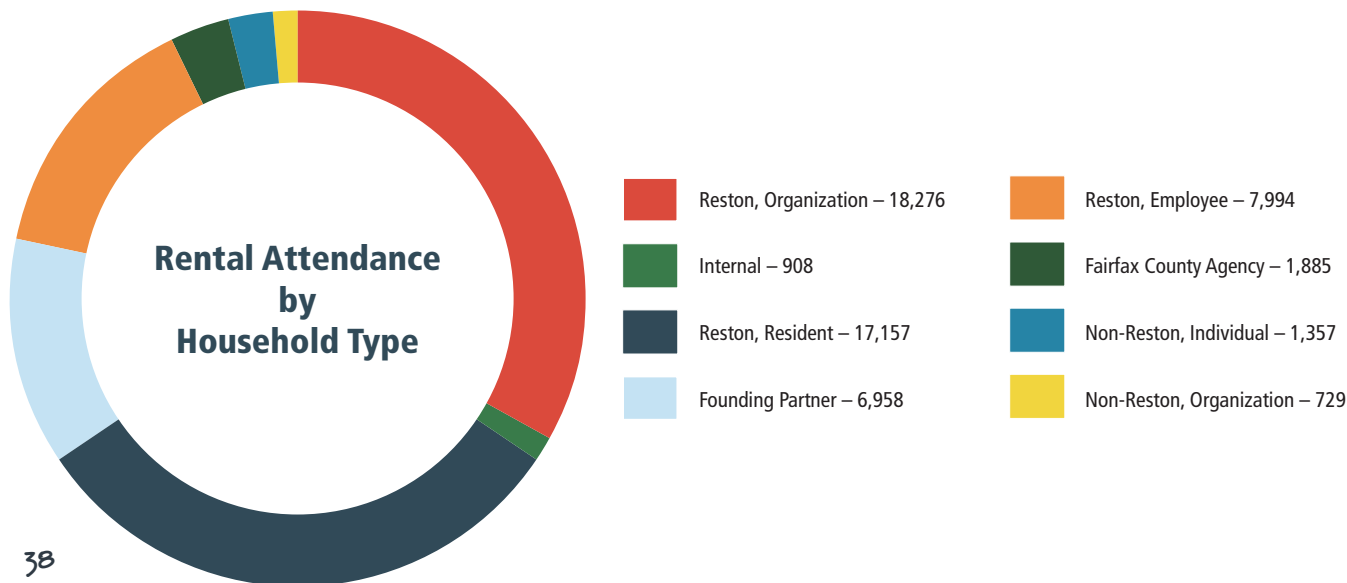
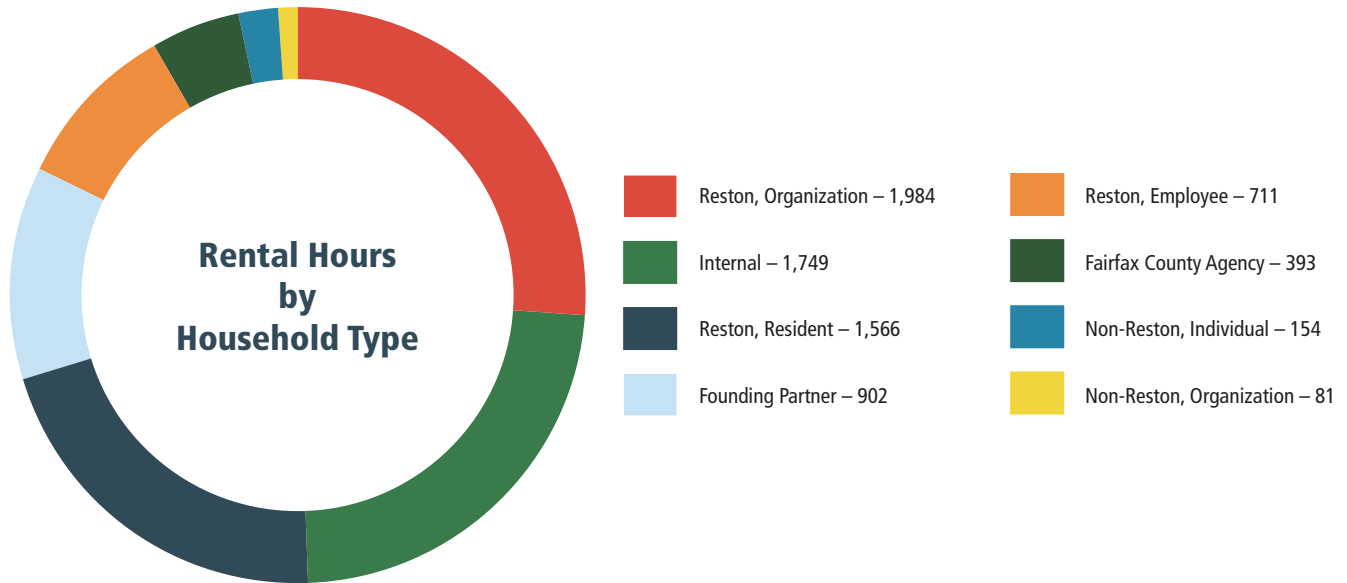


Facility Rentals

January 1 – December 31, 2019

Customer Satisfaction Results

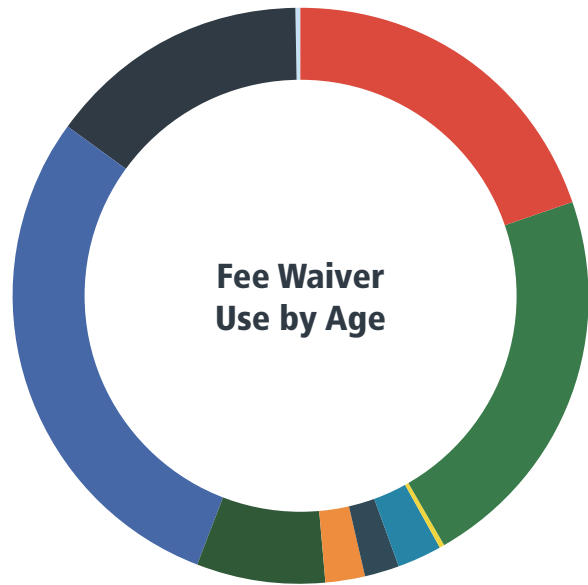
Aquatics offerings were suspended in 2019



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

Fee Waiver Program

January 1 – December 31, 2019



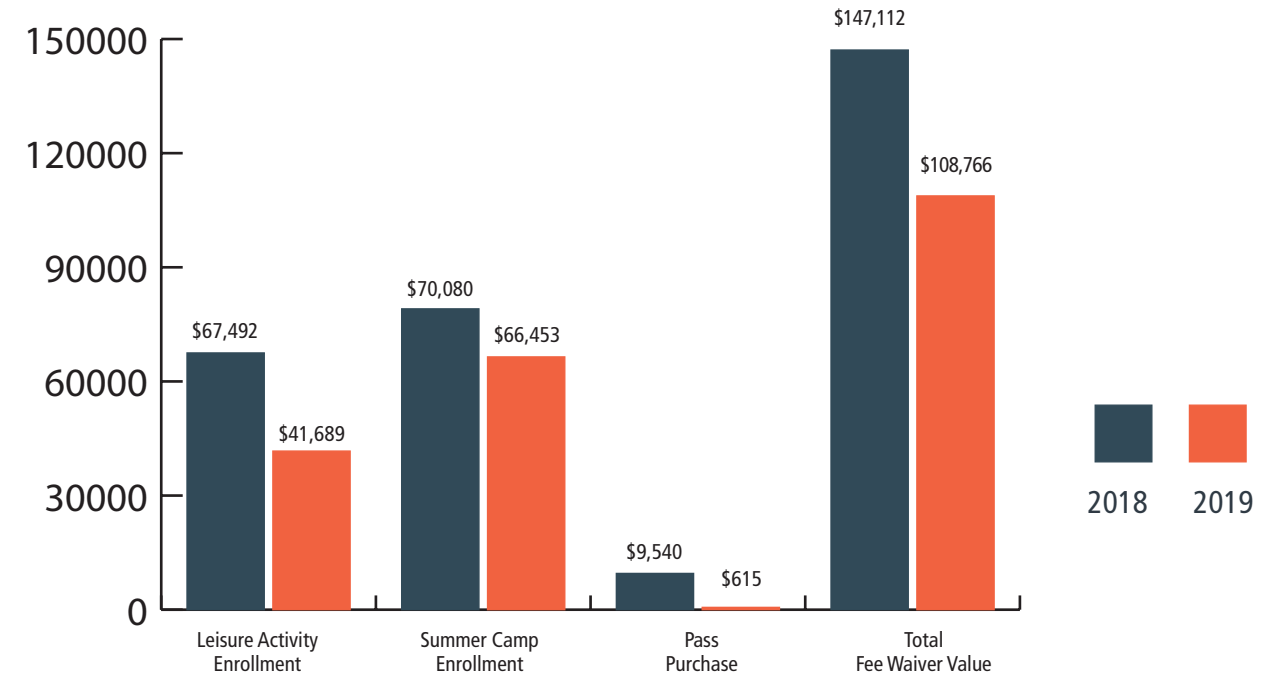
1 – 10 Years Old – 309	51 – 60 Years Old – 34
11 – 20 Years Old – 343	61 – 70 Years Old – 111
21 – 30 Years Old – 5	71 – 80 Years Old – 456
31 – 40 Years Old – 39	81 – 90 Years Old – 229
41 – 50 Years Old – 30	91 Years and Older – 2

Fee Waiver Use by Zip Code

Zip Code	20190	20191	20194	Other (Employee)
Passes	10	7	0	0
Summer Camps	11	37	6	4
Activities	88	120	2	4
TOTALS	109	164	8	8

Fee Waiver Program

January 1 – December 31, 2019



Fee Waiver: Households/Household Members Served



Total Households Served
253



Unique Family Members
439



THANK YOU

Thank You For All That You Do!

We extend our heartfelt thanks to the hundreds of talented, hardworking individuals who also support RCC in part-time, administrative, instructional, lab supervising, lifeguarding, theatre technical assistance and many other roles. These outstanding individuals are too numerous to list here. We can't do what we do without their key contributions. RCC also 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. 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.

Quotes used throughout this publication have been taken from email and other communication to RCC. They may be slightly altered for clarity. Photos in this report were taken by RCC staff, Charlotte Geary, Minh Pham and Connie Gauthier.

The mosaic images used throughout are photographed from the artwork created for the new Terry L. Smith Aquatics Center by artist Valerie Theberge.

THANK YOU

SPONSORSHIPS

As we go to print, the future of many of these events is in question. RCC will work with the event sponsors to improvise and continue to support this vital source of community celebration and cohesion in the coming months.

- ◇ American Cancer Society – Reston Relay for Life
- ◇ Amy's Amigos – Be AMYazing! Triathlon and Southgate Community Center Team
- ◇ **ARTSFAIRFAX** – Annual Arts Awards Luncheon
- ◇ Cornerstones – Annual Strategic Partner
- ◇ Greater Reston Arts Center – Northern Virginia Fine Arts Festival
- ◇ Greater Reston Chamber of Commerce – Ethics Day, Community Engagement Series
- ◇ Friends of Lake Anne – Roots Festival, Jazz & Blues Festival, Reston Pride Festival
- ◇ Friends of Reston – Nature House 5K Run, Spring Festival at Walker Nature Center
- ◇ Herndon-Reston FISH – Annual FISH Fling
- ◇ Leadership Fairfax – Board of Supervisors Breakfast
- ◇ Public Art Reston – Projects, Chalkfest at Reston Town Center
- ◇ Reston Herndon Little League
- ◇ Reston Town Center Association – Holiday Parade
- ◇ The Food Pantry at South Lakes High School
- ◇ Washington West Film Festival
- ◇ YMCA Fairfax County Reston – Reston Kids Triathlon, YMCA Corporate Challenge



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**
- ◇ Christ the Servant Lutheran Church
- ◇ Comstock – Reston Station
- ◇ Cornerstones – Reston Opportunity Neighborhood
- ◇ Dance Place of Washington, DC
- ◇ 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 Arts Center
- ◇ Greater Reston Chamber of Commerce
- ◇ Herndon Community Center
- ◇ Hunters Woods at Trails Edge
- ◇ Hunters Woods Neighborhood Coalition
- ◇ Jewish Community Center of Northern Virginia
- ◇ Lake Anne Plaza
- ◇ League of Reston Artists
- ◇ Martin Luther King Jr. Christian Church
- ◇ Northern Virginia Hebrew Congregation
- ◇ NV Rides and Program Partners
- ◇ Office of Hunter Mill District Supervisor: Catherine M. Hudgins (2019); Walter L. Alcorn (2020)
- ◇ Osher Lifelong Learning Institute at George Mason University
- ◇ Public Art Reston
- ◇ Reston Association
- ◇ Reston Citizens Association/Reston Accessibility Committee
- ◇ Reston for a Lifetime
- ◇ Reston Historic Trust
- ◇ Reston Hospital Center
- ◇ Reston Masters Swim Team
- ◇ Reston Town Center Association
- ◇ Shenandoah Conservatory
- ◇ Southgate Community Center
- ◇ Specially Adapted Resource Clubs
- ◇ Tall Oaks Assisted Living
- ◇ US Citizenship and Immigration Services
- ◇ Virginia Cooperative Extension
- ◇ Washington West Film Festival
- ◇ Washington Woodworkers Guild
- ◇ YMCA Fairfax County/Reston



RCC STAFF

Administration

Leila Gordon Executive Director
 John Blevins Deputy Director
 Renata Wojcicki Finance Director
 BeBe Nguyen Director of Communications
 Harunor Rashid Network Administrator
 Pam Leary Customer Relations Director
 Fred Russo Building Engineer
 Warren Bailey Customer Service
 Jan Bradshaw Customer Service
 Vincent Brown Customer Service
 Nicholas Burt Billing and Reconciliation Specialist
 Whitney Chambers Web Graphic Artist
 Suzanne Connell Personnel Specialist
 Sumi Gallas Customer Relations Assistant Director
 Karen Goff Public Information Officer
 Linda Greco Customer Service
 Samantha Korkowski Graphic Artist
 Maria Litinskaya Financial Specialist
 Greg Minassian Customer Service
 Grazyna Siebor Procurement Specialist
 Ling Zhao Customer Service

Arts & Events

Paul Douglas Michnewicz Arts and Events Director
 Mark Anduss Assistant Technical Director
 Cheri Danaher Arts Education Director
 Kevin Danaher Community Events Director
 Linda Ifert Technical Director
 Gloria Morrow Arts Education Assistant
 Rhia Ovington Box Office Assistant
 William D. Parker Box Office Manager
 Camille Petrillo Assistant Technical Director

Aquatics

Matthew McCall Aquatics Director
 Brittany Kartchner Aquatics Operations Director
 Melissa Murray Customer Service
 Scott Sorenson Aquatics Program Director

Leisure & Learning

Karen Brutsché Leisure and Learning Director
 Anya Avilov Fitness and Wellness Program Assistant
 Ali Clements Lifelong Learning Program Assistant
 Kim Gollop-Pagani Youth/Teen Program Assistant
 Debbie Heron Youth/Teen Program Director
 LaTanja Jones Collaboration and Outreach Director
 Cassie Lebron Lifelong Learning Program Director
 Jeff Morgan Youth/Teen Program Assistant
 Jonathan Navarro Fitness and Wellness Program Director
 Samantha Stettner RCC Rides Coordinator

Facility Rentals & Operations

Brian Gannon Facility Services Director
 Mohammed Alhadi Facility Team
 Vicente Aleman Facility Team
 Guillermo Huaman Facility Team
 Trung Nguyen Facility Team
 Will Sanchez Facility Operations Manager
 Maurice Smith Facility Team
 Ken Wade Facility Team

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.

