

JUNE
2021

ANNUAL REPORT



Reston Community Center

A YEAR AGO, the Annual Report from Reston Community Center was being prepared during the onset of the COVID-19 pandemic in our community. Each year, the RCC Annual Report provides details and data covering the immediate prior calendar year. The last “normal” year we experienced was 2019. For all but three and a half months of 2020, the pandemic was our shared reality and it changed everyone’s lives dramatically.

To cope with this massive challenge, our overarching principles were:

- ◆ **Provide the highest possible degree of safety for patrons and staff in our facilities, programs and services.**
- ◆ **Exercise sound stewardship of RCC resources to assure their stability.**
- ◆ **Preserve the high quality of RCC programs and services for our patrons and community.**
- ◆ **Offer faithful support for our partners, volunteers and employees to the greatest extent our resources permitted.**

The pages ahead will chronicle how we handled the stressors of COVID-19 while keeping those principles in mind.

In addition to this year’s focus on the pandemic and its impact, we are shifting the structure of the report to align with the structure of our strategic plans. RCC’s accomplishments during 2020 related to our now-ending strategic planning period (2016-2021) are detailed by each section of the Strategic Plan. The work remaining is described too as that may influence the formation of our next strategic plan.

There was no prior experience from which to predict what COVID-19 might mean or how we would fare through whatever time it took to deal with it. We marked the entry point for RCC on March 16, 2020, when officials closed

facilities to the public and restricted access to essential personnel to preserve continuity of government. RCC buildings were closed from March 16 to July 5, 2020.

The promise of vaccination programs didn’t appear on the horizon until late December 2020. We know that during the past year, lives were lost, a racial justice movement was reignited, public education was transformed, jobs and businesses were lost, and all our lives had to be radically reimagined. All of us were affected. None of us escaped grief; everyone had to help.

We are enormously proud of the collaborative efforts of the RCC team and our community to address COVID-19 with compassion and creativity. Our community partners met the challenges head-on and rose to the occasion – Reston neighbors provided housing, rent, shelter, food, school laptops, supplies and met other critical needs for the people in our community who were hurting the most and needed support. RCC worked with our partners in the government and nonprofit sectors to facilitate that support. Like so many others in the community, we pledged our resources to addressing and rooting out systemic racism; doing so is honoring Reston’s founding values.

Although the pandemic is not over, there is hope that vaccinations and public health vigilance will reduce its danger. Gradually, we are restarting the daily habits we missed so much in 2020. At RCC, we are examining our experiences carefully to be sure we carry forward innovations that will serve us well and allow time for healing by moving ahead with empathy as our guide. Recovery is underway. We join our community in committing to a future made stronger and more resilient by the suffering we shared.

Beverly Ann Cosham
Chair – Board of Governors

Leila Gordon
Executive Director



THE IMPACTS

of the pandemic have been pervasive and profound, but some key elements are provided here to illustrate the scale of disruption caused by COVID-19:

- ◇ RCC facilities closed from Monday, March 16 through Sunday, July 5. Upon reopening, capacity limits for all building areas and programming were restricted to numbers aligned with social-distancing requirements (six feet or 10 feet), Gov. Ralph Northam's activity restrictions and overall head count totals that included staffing.
- ◇ Patron payments for canceled RCC offerings, including all summer camp enrollments, were refunded in full. The total amount of refunds due to COVID-19 was \$451,044.16.
- ◇ RCC's workforce was provided with tools to permit telework, and building occupancy was reduced to the minimum needed. Employees were assigned new approaches to support the community such as virtual, videotaped content delivery, staff support to partners and local schools, redesigned programming and publication products, special facility projects that could be completed during the closure, and execution of the agency's accreditation visit.
- ◇ When RCC reopened in July, programs had to be presented with entirely new safety protocols in place to prevent the spread of COVID-19. These included restricted numbers of swimmers in the Terry L. Smith Aquatics Center, smaller audiences permitted in the CenterStage, lower class enrollment capacities to allow for social-distancing requirements, established contact tracing protocols for visitors, and redesign of what had been "drop-in" options for fitness, swimming, art studios and the woodworking shop into a reservation-based system.

From July 6 through the end of 2020, RCC operated within government protocols to prevent the spread of COVID-19. While we experienced occasional COVID-19 cases reported by staff or patrons in 2020, at no time were there two or more COVID-19 cases reported to us within any two-week period. That is the standard for designation of an "outbreak" that would require follow-up action. RCC practiced prevention measures consistently from the outset of the pandemic through the present that helped our community users and employees remain healthy.

Images in this Annual Report are from both before and during the pandemic; people not wearing masks are participating in programming that occurred before that requirement was in place, or are in water or fitness classes where mask-wearing was not required.

WE LEARNED A LOT

from our experiences. Innovations and changed practices that will outlive COVID-19 include these programming and services features:

- ◇ RCC use of an equity lens in all phases of planning and operations to assure that we are advancing racial and social justice, and that we provide the resources needed by everyone in our community fairly. We have endorsed the Fairfax County One Fairfax policy and will work to achieve its goals.
- ◇ Strengthened community partnerships that will help our nonprofits sustain their services to the community as they emerge from survival to recovery phases in their operations.
- ◇ RCC planning will incorporate new infectious disease protocols, risk management associated with catastrophic events and communications strategies to reach people effectively during disaster recovery periods.
- ◇ RCC fee structures will be examined carefully for the coming two years to assure we continue to be accessible to everyone.
- ◇ Formerly "drop-in" programs will continue to be reservation programs. Time frames and capacities will be adjusted to accommodate the most people we can safely. The reservation system has worked well for patrons who like the reliability of their fitness, swimming or studio appointments.
- ◇ Creative programming approaches that allow for patrons to do activities on their own time and with minimal RCC oversight.
- ◇ Facility cleaning practices will continue to provide the highest degree of cleanliness feasible.

The future holds promise of restoring our sense of normalcy certainly; however, we will take with us valuable insights from our experience of COVID-19 that will make RCC better able to serve our patrons safely and effectively.

“Thank you for continuing to offer us classes and an excellent space during these uncertain times. RCC Lake Anne has been a lifeline to my artistic sanity, and I am so incredibly grateful to you.”

– Trish Grace



RESTON COMMUNITY CENTER STRATEGIC PLAN 2016 – 2021

Reston Community Center develops five-year strategic plans to guide our resource allocation and work efforts. The current 2016-2021 Strategic Plan is built around these focus areas:

- ◇ Facilities
- ◇ Building Community
- ◇ Programs
- ◇ Branding and Messaging
- ◇ Internal Capacity and Financial Planning

In achieving the goals and objectives associated with our 2016-2021 Strategic Plan, we have been committed to these overarching principles:

- ◇ RCC will expand Reston’s access to cultural and recreational amenities, programs and services.
- ◇ RCC will leverage the strength of partnerships and collaborations with other Reston and Fairfax County agencies or organizations to serve the community.
- ◇ RCC will remain flexible in responding to changing trends and emerging community needs.
- ◇ RCC will deliver programs and services with superb and skilled staff using the best practices for stewardship of Reston’s investment to maintain the public’s trust.

Although COVID-19 disrupted our typical year, 2020 was still a year in which many of the objectives of each of our focus areas were accomplished.

“ In the last few months during the pandemic, I have participated in exercise classes at Lake Anne and aquatics classes at the RCC pool. Because of the vigilance of all the staff, the clear directions from teachers and the social-distancing measures, I am very comfortable exercising with RCC during this tough time. Exercise has definitely helped my mood and I’m so happy to be back with my friends! ”

– Ruth Percival



FACILITIES

FACILITIES?



STRATEGIC PLAN GOAL:

RCC facilities are flexible, technologically advanced, beautiful and environmentally friendly. RCC facilities are considered within the context of other community assets and community planning for facilities.

MAJOR WORK on the Terry L. Smith Aquatics Center renovation project was concluded in 2019, however, the complex issues captured in the project “punch list” were addressed continuously through 2020. Because of subcontractor issues, a great deal of the initial plumbing work was redone. Given the nearly four months of COVID-19 closure, that work was tackled expeditiously. While there are a small number of items still to finish on the massive project punch list, the pools were successfully reopened to Reston swimmers beginning on July 6. The public has voiced appreciation for the two new pools and enjoyed access, albeit in capacity-limited numbers, since then.

The CenterStage seating was completely replaced, and new carpet and a state-of-the-art assistive listening system were installed along with the 260 new seats. There is more leg room for patrons and improved sightlines as a result. The multiyear LED lighting replacement project continued. Replacement of incandescent lighting with LED lighting provides both energy savings and more flexible lighting design options.

Other facility projects included replacement of the RCC Lake Anne Wellness Studio floor with a sprung floor. The pool overlook carpeting was replaced and new safety features were incorporated, including delineation of the steps. New room dividers for meeting rooms one through four in RCC Hunters Woods were specified and ordered; installation occurred in early 2021. Twelve data ports were installed throughout RCC Hunters Woods and RCC Lake Anne to facilitate livestreaming. Fairfax County Government instituted a solicitation process for solar energy panel providers that RCC (among other County agencies) requested, and a new vendor will be ready to accomplish this long-awaited improvement in 2021.

Energy efficiencies resulted primarily from the improvements of the pool renovation project as well as the reduced activity levels in RCC Hunters Woods. Electricity and natural gas use was down 16 percent when compared to the last year of full operations (2018). The most eye-popping savings were realized in water usage – a total of 1.6 million gallons were used in 2020 as compared to the 2018 usage of 4.1 million gallons. These savings were a function of eliminating leaks and new filtration systems that are much more water-efficient.

“Thank you for providing an excellent new aquatics facility and the service to go along with it.”

– Bert Curtis

LOOKING AHEAD

RCC continues to explore venue options to provide a suitable performance space for large-footprint music and dance performances, as well as space for video and digital media production and education.





BUILDING COMMUNITY



STRATEGIC PLAN GOAL:

RCC reaches the broadest possible levels of participation in civic life by seeking and implementing strategic partnerships with other Reston/County organizations to achieve collective impact for Reston. RCC's approach to collaboration is managed within an institutional framework that strengthens the community, leverages the partners' respective strengths and is consistent with Reston's founding values.

RCC IS A MAJOR PARTNER

in the Reston Opportunity Neighborhood (RestON) initiative. This Fairfax County Government initiative provides a framework for improving youth outcomes in academic achievement and providing powerful social connections to community resources for families who are struggling. RestON is a vehicle where the Fairfax County Public Schools, County agencies and local nonprofit organizations can pool their resources and target them to achieve greater impact. Key to this undertaking is involvement of the residents served in the planning and execution of RestON activities.

Prior to COVID-19 closures, ongoing RestON activities occurred such as the seventh annual Reston Summer Camp Expo, with 24 exhibitors providing information about summer camp options and employment opportunities to 309 attendees. Because of the disruption caused by the pandemic, the relationships established in RestON became critical. They enabled partners to set up food banks, deliver supplies and meals, assure delivery of laptops to children needing them for virtual school, and provide rental assistance and other emergency supports.

Along with the individual suffering due to the pandemic, RCC's local nonprofit partners saw their operations and fundraising massively stymied. Rather than forego the sponsorships and content agreements RCC had in place, we worked to arrange virtual delivery of the content or events and thus preserve those sponsorships and agreements. In some cases, new sponsorships were provided – that enabled new support to South Lakes High School students. Cornerstones had added resources from an RCC sponsorship with which to meet children's educational needs. Reston arts and culture organizations were supported with content delivery agreements and sponsorships.

Beyond these critical community-building efforts, RCC staff conducted more than 400 calls to patrons older than 70 to remind them of our concern. Notecards were sent to homebound people letting them know they were in our hearts. RCC's Good Neighbors program delivered five boxes of handmade wooden toys to the Cedar Ridge Community Center. RCC employees supported food distribution at Hunters Woods Fellowship House and school supplies distribution to sites throughout Reston.

“ Reston Community Center, through its mission and authentic leadership in our community, is a key facilitator in our shared work, with programming that is open to all who live, work, play and visit here. Cornerstones is proud to call Reston Community Center a partner. ”

– Kerrie B. Wilson, CEO, Cornerstones



LOOKING AHEAD

RCC will be establishing a new community events calendar for Reston (including organizations other than RCC) as a function of a new RCC website.

A woman in a black dress is dancing in a studio. The word "PROGRAMS" is written in large, bold, yellow letters, with "PROGRAMS" repeated below it in a smaller, semi-transparent font.

PROGRAMS PROGRAMS



STRATEGIC PLAN GOAL:

RCC programs evolve and adapt to a changing community; programs are delivered in RCC facilities and other community settings to assure RCC offers programs where people are living, working and playing. RCC programs serve diverse interests and are high quality, well attended and affordable.

FROM JANUARY through mid-March, RCC programming was rolling along smoothly. The Terry L. Smith Aquatics Center reopened on January 27 and from then until March 15, recorded 3,667 visits. A Spring Flea Market in early March hosted 314 attendees. A new intergenerational program, Reston Plays Games, debuted and was off to a great start on Wednesday evenings. More than 100 patrons celebrated the Lunar New Year with us. Three performances in the Professional Touring Artist Series were applauded by 302 audience members.

After RCC facilities closed, programming teams pivoted to creation of virtual filmed content; 42 videos were uploaded to the RCC YouTube channel that offered concerts, classes and recorded Board meetings. In addition, staff mastered livestreaming content and produced 16 different livestreamed events that achieved nearly 4,300 views (as of December; the number continues to grow). During the period RCC was closed, planning had to be accomplished for different scenarios as knowledge about the pandemic evolved. Staff redesigned summer camp offerings that ultimately were not offered and summer programs that were severely constrained by the realities of COVID-19.

After reopening in July, programs had to be produced within the strict public health protocols and limits in effect. Many pivoted to virtual formats. Aquatics offerings were restructured to accommodate social distancing of 10 feet, as were land-based fitness classes. Drop-in programming was entirely revamped to a “pass purchase/reservation” approach. The Arts and Events team successfully presented nine outdoor concerts in August that a total of 1,655 people attended in compliance with social-distancing and mask-wearing requirements.

By fall of 2020, programs had acquired an almost familiar hybrid format where some features were designed for delivery online using a variety of teleconferencing platforms, some in person only and some with both features. For

example, joint offerings with Tephra ICA (formerly GRACE) were held on Zoom platforms that generated 30 to 40 participants for each. Reston Historic Trust education events were sometimes held online, sometimes in person at the Jo Ann Rose Gallery and occasionally with a video feed occurring simultaneously. The Osher Lifelong Learning Institute (OLLI) offered content over Zoom, but RCC patrons could choose to come to the Jo Ann Rose Gallery if they wished to see it there and see other people in person. RCC provided some Lifelong Learning programs over Microsoft Teams from RCC locations or remote feeds.

Class sizes were limited to capacities that could accommodate six feet between participants for standard classes and 10 feet for fitness or wellness programming. The Thanksgiving Food Drive was redesigned for social distancing, and 78 volunteers over four shifts and two days still managed to sort 4,250 pounds of food and \$485 in gift cards to donate to Cornerstones. The Annual *Gifts from the HeART* shopping event was transformed into a virtual shopping directory. During the holiday season, seven concerts were presented outdoors at Reston Town Center for more than 700 people total.

“Thank you for reminding me that there is still beauty in this world, and that artists bring us startling new glimpses of that beauty. RCC is such a gift to our communities!”

— Joni Holeman



LOOKING AHEAD

Digital media capabilities are vital to our programming future. The technology potential, space needs and strategies for expanding this program capability will be examined in depth. We remain interested in exploring ways to support youth sports engagement for ages 12 and older whether through intramural sports leagues or other avenues.



BRANDING AND MESSAGING



STRATEGIC PLAN GOAL:

RCC is recognized as an essential ingredient of the Reston lifestyle. RCC is a trusted community partner in achieving broad civic engagement and in efforts that enhance Reston's cultural, recreational and leisure-time experiences.

EACH YEAR IN FEBRUARY,

RCC launches an engagement process to inform our planning. In February of 2020, that kickoff was entirely revamped to incorporate presentation of the 2019 RCC Community Survey results, screening of a short film commemorating RCC's 40-plus years of serving Reston, and then, focus group discussions of what RCC strategic planning priorities should be for our next five years. To assure that we hosted a diverse cross-section of the community, we offered translation services (Chinese, Spanish, Arabic, Russian) and served food. Transportation from RestON's housing sites was arranged. A childcare option was scheduled, too.

These outreach efforts resulted in more than 200 people broadly representative of the community attending the event. Discussion around the strategic plan focus areas was robust and managed by facilitators from Leadership Fairfax. The success of the event will inform how we move forward with engagement once COVID-19 protocols are less restricting. The recommendations from the focus groups were recorded and will form the foundation of how we explore community needs and priorities further.

With the onset of the pandemic, our communications strategies shifted dramatically. We paused the strategic planning effort and pivoted to sustaining patron engagement even as we had far fewer programs in which to meet them. Social media became very important. The RCC footprint on social media and in electronic formats grew significantly larger: Facebook followers grew by 10 percent; 2,000 new email addresses were added to our Constant Contact list; a new e-newsletter – *RCC Two-Week Look Ahead* – was produced in addition to the *Insights*, *Spotlight* and *PLAY* products; and our Twitter following grew by 8 percent.

As we implemented online and social media products, we reduced our costs for print products significantly by switching to a virtual format for all the print pieces that we normally publish. The primary driver for this move was the rapid pace at which COVID-19 was shifting requirements. That collided with the long lead time involved in creating print publications and the inability to change them in real time. Moving to virtual production meant savings in postage and printing of roughly \$203,000.

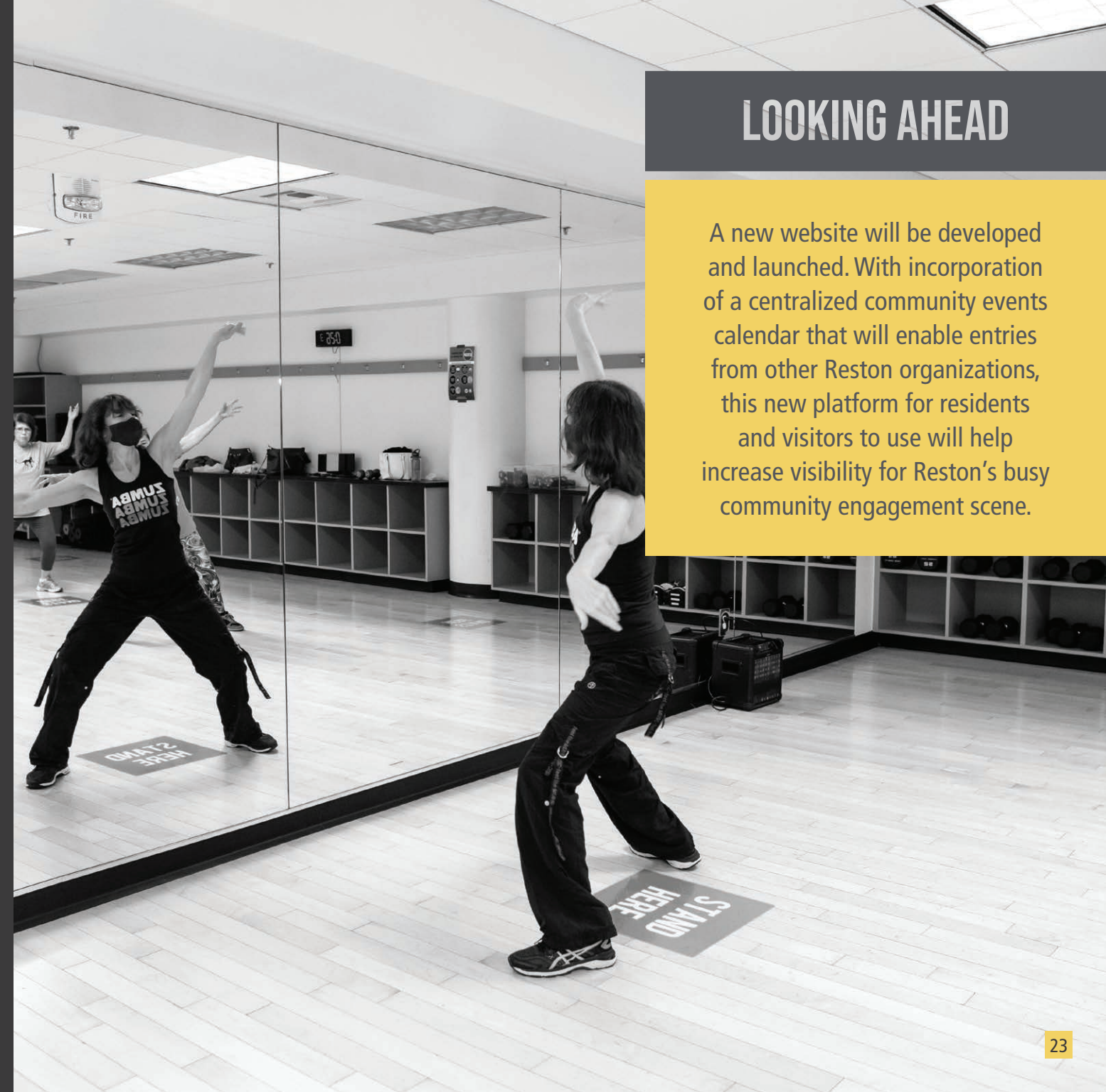
Freed funding from eliminating print publications gave us the flexibility to support our sponsorships and partner commitments. We maintained our 40 partner and sponsor relationships with creative approaches to shifting sponsor benefits or programming to online delivery. New sponsorships funded student activities at South Lakes High School and families served by Cornerstones. RCC was the lead sponsor for a new project – Reston Reads – that will encourage early childhood literacy. A *Reston Baby* board book has been created for all "new arrivals" at Reston Hospital Center beginning in 2021. The book will feature Reston signature landmarks and values, and it will be published in English and Spanish.

Both RCC facilities were outfitted with signage throughout them with COVID-19 prevention requirements. A safety video and media campaign were crafted to help patrons regain confidence about venturing out to participate in programs once we reopened. RCC's website, print products (flyers, limited Program Guide copies) and myRCC receipts contained consistent language about how to guard against virus transmission.

The RCC history timeline in the RCC Hunters Woods lobby was removed, and the lobby display will be redesigned to add two decades and video playback capabilities in 2021.

LOOKING AHEAD

A new website will be developed and launched. With incorporation of a centralized community events calendar that will enable entries from other Reston organizations, this new platform for residents and visitors to use will help increase visibility for Reston's busy community engagement scene.





INTERNAL CAPACITY AND FINANCIAL PLANNING



STRATEGIC PLAN GOAL:

RCC achieves accreditation from the National Recreation and Parks Association (NRPA) demonstrating that we employ best practices with sound governance and stewardship to deliver the optimum results for our community. RCC financial planning considers facility development impacts within a 10-year time horizon.

RCC COMPILED MATERIALS

and created procedure systems over eight years in preparation for a submission requesting accreditation from the Commission on Accreditation of Park and Recreation Agencies (CAPRA). These “evidence of compliance” documents, images, videos and facility features addressed the 152 standards applicable to agencies seeking accreditation across 10 core competency areas of function. When the compilation processes concluded in late 2019, RCC submitted the documentation to CAPRA and formally requested an accreditation visit.

With the advent of COVID-19 restrictions, the National Recreation and Park Association – CAPRA’s parent organization – designed a virtual site visit process for agencies in line for accreditation in 2020. RCC’s application and supporting evidence of compliance was uploaded to an online portal and arrayed chapter by chapter to meet the individual standards. A virtual visit by the standard four-person CAPRA team was arranged for the week of May 11 – 15. The visitor team feedback was very positive and indicated that RCC met 151 standards and was exempted from the single standard applying to vehicle fleets as RCC neither manages nor maintains one. RCC met two other optional standards.

In October 2020, RCC’s board chair and executive director met virtually for the final step of the CAPRA process – a hearing with the CAPRA officers to review the accreditation visit results and the report that was submitted by the visitor team. Following that hearing, RCC was formally accredited. The accreditation is renewed each year, and a reaccreditation visit is required every five years. The comprehensive effort involved has strengthened RCC’s internal processes across all administrative, programming and facility services fronts. When it is permitted, RCC will host a reception for the community and our partners to celebrate this major accomplishment.

The strength of RCC financial planning over the past year was most evident in the capacity of the agency to absorb losses in revenue related to the pandemic while sustaining support and services to the community. Prudent budget oversight and controls assured that RCC will be well-positioned to expand once COVID-19 impacts recede. The Aquatics renovation project will conclude with savings of at least \$800,000 returned to the fund balance.

In addition to the above accomplishments, RCC’s administrative teams absorbed constant administrative requirements related to financial reporting and human resources systems that Fairfax County government instituted to assure the County could address new service requirements and keep employees as safe as possible. RCC implemented all the new systems and controls effectively and for all of 2020, no outbreaks (defined as two or more COVID-19 cases reported within a two-week time frame) occurred among RCC patrons or staff.

Although employee and team award programs offered by Fairfax County were suspended in mid-March 2020, RCC achieved a major recognition this past year from the Virginia Recreation and Parks Society (VRPS) in the category of “Most Innovative Marketing Effort” recognizing our launch of the RCC YouTube channel to help us celebrate RCC’s 40th anniversary year. Given how vital that YouTube channel has become for remaining connected to our patrons and community, it was very prescient to have it available to us starting in 2019 as a major communications vehicle.

Because of the pandemic, the VRPS awards were given out in a virtual awards ceremony. The staff involved were able to watch the ceremony from socially-distanced seating in RCC’s Community Room. While the atmosphere was not quite as electric as it would have been for all of us had we been attending a typical VRPS conference, the satisfaction of the win was nonetheless heartfelt.

LOOKING AHEAD

With a path established to achievement of CAPRA accreditation, RCC has a blueprint for retaining that status through the coming years. This demonstrates our commitment to meeting the highest professional standards for performance and service to the community.



EQUITY MATTERS

EQUITY MATTERS?

Finally, no Annual Report covering 2020 would be complete without acknowledgment of the new civil rights movement for racial justice that emerged from the May 2020 murder of George Floyd. While RCC has programmed films, lectures, authors, arts and community events for decades that reflect our ongoing commitment to the values of inclusion, accessibility and representation, the convulsive response nationwide to George Floyd's death demanded we strengthen and deepen our efforts.

Equity Matters is a program portfolio that ranges across all RCC departments and includes many community partners. The content reflects American and international history, issues germane to the criminal justice system in the United States, and as importantly, celebration of the strength and beauty of our community's and country's diversity. The programs are actively supported by RCC's Board of Governors. Leadership of RCC is vested in the four Black officers of the Board, and RCC's staff is a multiethnic, multilingual team. Together, we strive for fulfillment of the One Fairfax vision and Bob Simon's ideals for 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.



Everyone at RCC contributes in their own way to advancing the ideals of Reston's founder, Robert E. Simon Jr. We serve from the fundamental perspective that each individual can contribute to the community, and the community should assure that every individual in it can realize their full potential. There remains a long way to go before we can say that is the lived experience of all of Reston's residents and visitors, but we remain steadfastly on the journey toward that vision becoming reality.



FULL-TIME STAFF LIST:

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 & 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 & Events Director
Mark Anduss	Assistant Technical Director
Cheri Danaher	Arts Education Director
Kevin Danaher	Community Events Director
Linda Ifert	Theatre 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

We miss Ivan Cole, who passed away in April 2020.

LEISURE & LEARNING

Karen Brutsché	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
LaTanja Snelling	Collaboration & Outreach Director
Cassie Lebron	Lifelong Learning Program Director
Jeff Morgan	Youth/Teen Program Assistant
Jonathan Navarro	Fitness & 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

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.

PART-TIME STAFF LIST:

ADMINISTRATION

CUSTOMER SERVICE

Marion Ali
Ashok Chirayath
Shandan Ge
Momoko Saito Nelson
Evelyn Rosa
Christine Marie Selwyn

FACILITY MAINTENANCE

Roberto Carlos Aguilar-Rojas
Tracy Neal Corum
Daniel Cedillos
Yimi Escalante
Brandon Hinojosa
Anthony Roldan
Derrick West

MEDIA COMMUNICATIONS

Long Phi Nguyen
Rebekah Wingert

EXECUTIVE PROJECTS

Ricki Marion

ARTS AND EVENTS

PERFORMING ARTS

Frank Cueto
Aya Moustafa Hafez
Jacob Ryan Ham
Cameron Thomas Kelly
Alison Lovitt-Reinfeld
Phillip C. Natalini
Patrick Mark Pacak
Elaine M. Randolph
Laura Ann Reichert

ARTS EDUCATION

Jason Alexander
Mary Anderson
Beth Alissa Atkins
Mark Brutsché
Marianne Cordyack
Anita Bucsay Damron
Diane Walters Ellor
Geraldine Leigh Fitzurka
Grant Aki Gallas
Richard Giersch
Tracie Griffith-Tso
Nina Lynn Haitz
Judith Marie Harmon
Diana Hikari Sing-Hui Ho
Debra Joder
Victoria Rebecca Krieger
Tracie Ann Lambakis
Arnold Lopes
Davide Lorenzi
Galina Maltseva
Hadrian Zamora Mendoza
Margaret Molinaro
Norma Ruiz Morris
Karen Nancy Mullarkey
Anne Nagy
Chizuru Negin
Michael D Page
Tena J Page
Youlee Kelley Park
Ralph Saltzman
Elizabeth Regina Scarcella
Meagan Kimberly Sill
Marion Spurlock
Joanne Tompros
Claire Meade Weech

Lubna Zahid

Guy Zoller

COMMUNITY EVENTS

Erin Baynard

AQUATICS

Shelby Rae Allen
Ama Atobrah
Ajanta Bauer
Tessa Belanger
Ashley Birman
Danny Brooks
Eimar Cardenas
Debby Cooley
Anita Creasi
Nicholas Darmory
Elodie Decker
Laura Echeverri
Wael Elzain
Eliott Erazo
Robert Eurich
Hillary Fisher
Elle Fremerman
Audrey Hales
Ariana Inamdar
Andrew Johnson
Nathaly Juarez-Sesam
Ryan Kasprovicz
Kathryn S Kern
Christian Kornegay
Kurtis Kunkel
Mahsa Layazali
Joe Leary
Aman Nandwani
Tomas Oliva

PART-TIME STAFF LIST:

Edyson Powell
Violet Reges
Jody Rook
Daniel Scholl
Janelle Scott-Clayborn
Ashley Shaw
Christopher Sheridan
Noah Shubert
Morgan Sivak
Joshua Small
Madeleine Smith
Samantha Stettner
Jennifer Storch
Tanishq Sundaresan
Dorian I. Traynham
Ashley Turner
Gwyneth Wagner
Kendra Watkins
Catherine Wilkins
Thomas Wilson Jr.
Noah Yohannes Worku

LEISURE & LEARNING

FITNESS/WELLNESS

Candida Botts
Andrew Butts
Jacquelyn Dantonio
Megan Durham
Teresa Fletcher
Caitlin Glickman
Stuart Hill
Gia Hooper
Vincent Jones
Diana Katz
Gurunater Khalsa

Judy Mannes
Michelle Miles
Sheila Nemeth
Barbara Okerson
Laura Robinson
Camille Shiotsuki
Anne Smyers
Mindy Straley
Alan Thomas
Christina Unger
Vanessa Vera
Kelley Westenhoff
Cammi Williams

YOUTH/TEEN

Nusrat Ali
Kati Andresen
Kimana Bowen
Caleb Gray
Jean-Louis Guill
Brigid Hamilton
Marybeth Haneline
Aline Minassian
Mark Moseley
Mylene Nyman
Annabella Prezioso
Betty Simmons
Jackie Wells
Roz Wilson
Cory Woods
Ivan Young

LIFELONG LEARNING

William Anderson
Daniel Burke
Patricia Coshland
Kathleen Elder

Peter Elmer
Eric Halmon
Charles Hoffman
Barrett Ingram
Scotty Inman
Elizabeth Knowlton
Rajeswari Krishnamoorthy
Jo Ann Leir
Lorna Lenigan
Andrew Livingston
Judith Mudd-Krijgelmans
Sandra O'Connell
Karen Rhinard
Motoko Shimizu
Martha Van Trees
Grace Wiedeman

COLLABORATION AND OUTREACH

Pilar Cubas

PHOTOGRAPHY PROVIDED BY

Charlotte Geary
Lesnick Photography
RCC Staff

Quotes used throughout this publication have been taken from email and other communications to RCC. They may be slightly altered for clarity.

SPONSORSHIP

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.

During 2020, RCC worked with our partners to reimagine and present these community events in new formats over new platforms while people sheltered from the pandemic. As we turn to the future with hope, some of these will return in their traditional form and others may be offered on a different date. Nonetheless, Reston's community calendar will remain filled with the presence of festivals, fun and family-friendly ways to enjoy one another. RCC will remain a staunch supporter of the events and organizations that make Reston such a special place to live, learn, grow and celebrate!

- ◇ American Cancer Society – Reston Relay for Life
- ◇ Amy's Amigos – Be AMYazing! Triathlon and Southgate Community Center Team
- ◇ ArtsFairfax – Annual Arts Awards
- ◇ Cornerstones – Annual Strategic Partner
- ◇ Tephra ICA (Formerly GRACE) – 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 – Annual Strategic Partner
- ◇ Public Art Reston – Annual Strategic Partner
- ◇ Reston Herndon Little League
- ◇ Reston Historic Trust – Founder's Day, Community History Lectures
- ◇ Reston Town Center Association – Holiday Parade
- ◇ The Food Pantry at South Lakes High School – Do It Your Way .5K
- ◇ Washington West Film Festival
- ◇ YMCA Fairfax County/Reston – Reston Kids Triathlon, YMCA Corporate Challenge

“ I was able to check off a bucket list item I never even knew I had prior to seeing Beverly Cosham at the OLLI concert in the CenterStage today. It was just sublime; Ms. Cosham is a songwriter's singer. Many, many thanks! ”

– Steven Rodgers

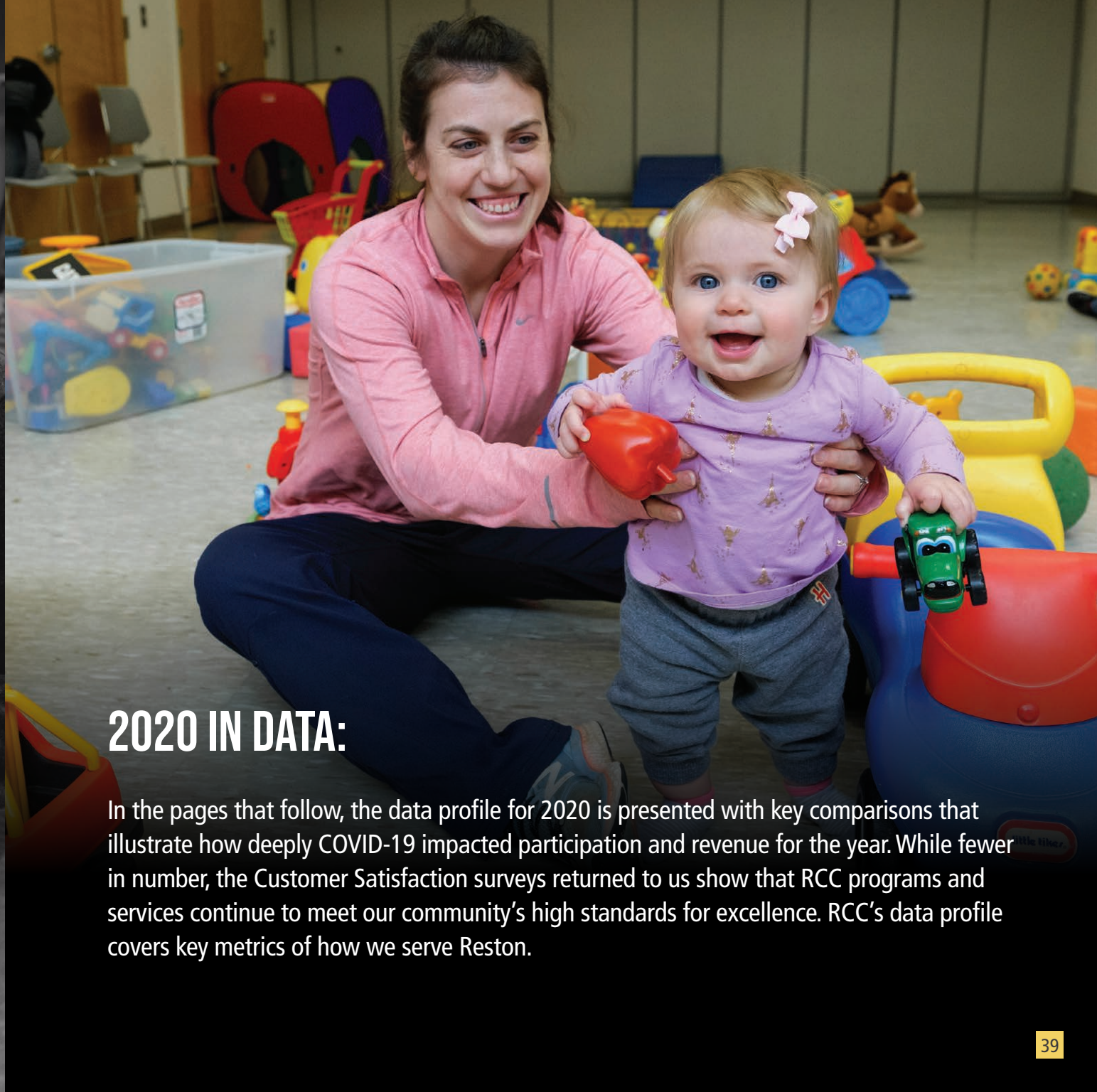
COMMUNITY PARTNERS

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 (RestON)
- ◇ 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 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; Walter L. Alcorn
- ◇ Osher Lifelong Learning Institute (OLLI) 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
- ◇ Tephra ICA (formerly GRACE)
- ◇ US Citizenship and Immigration Services
- ◇ Virginia Cooperative Extension
- ◇ Washington West Film Festival
- ◇ Washington Woodworkers Guild
- ◇ YMCA Fairfax County/Reston



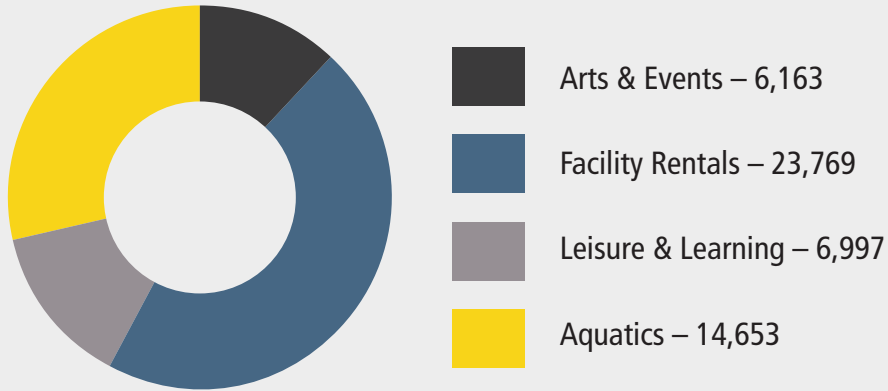
YEAR IN DATA



2020 IN DATA:

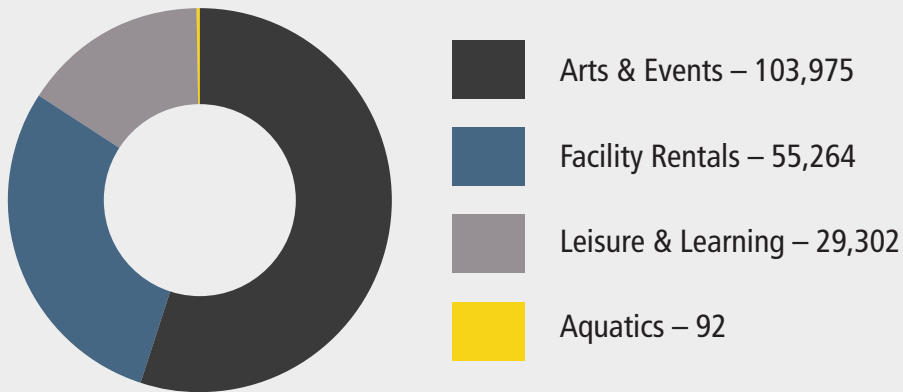
In the pages that follow, the data profile for 2020 is presented with key comparisons that illustrate how deeply COVID-19 impacted participation and revenue for the year. While fewer in number, the Customer Satisfaction surveys returned to us show that RCC programs and services continue to meet our community's high standards for excellence. RCC's data profile covers key metrics of how we serve Reston.

PARTICIPATION BY LINES OF BUSINESS 2020



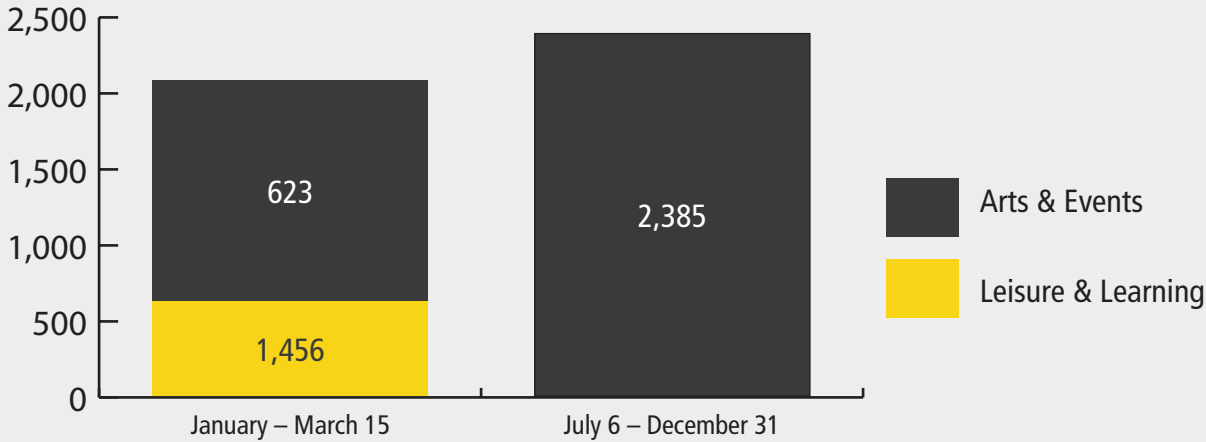
2020 Total = 52,056 • (COVID-19 impacts March – December)

PARTICIPATION BY LINES OF BUSINESS 2019



2019 Total = 188,633 • (Aquatics Center closed all year for construction.)

2020 EVENTS PARTICIPATION



RCC facilities were closed from March 16 – July 5 due to COVID-19 restrictions.

2020 VOLUNTEERS

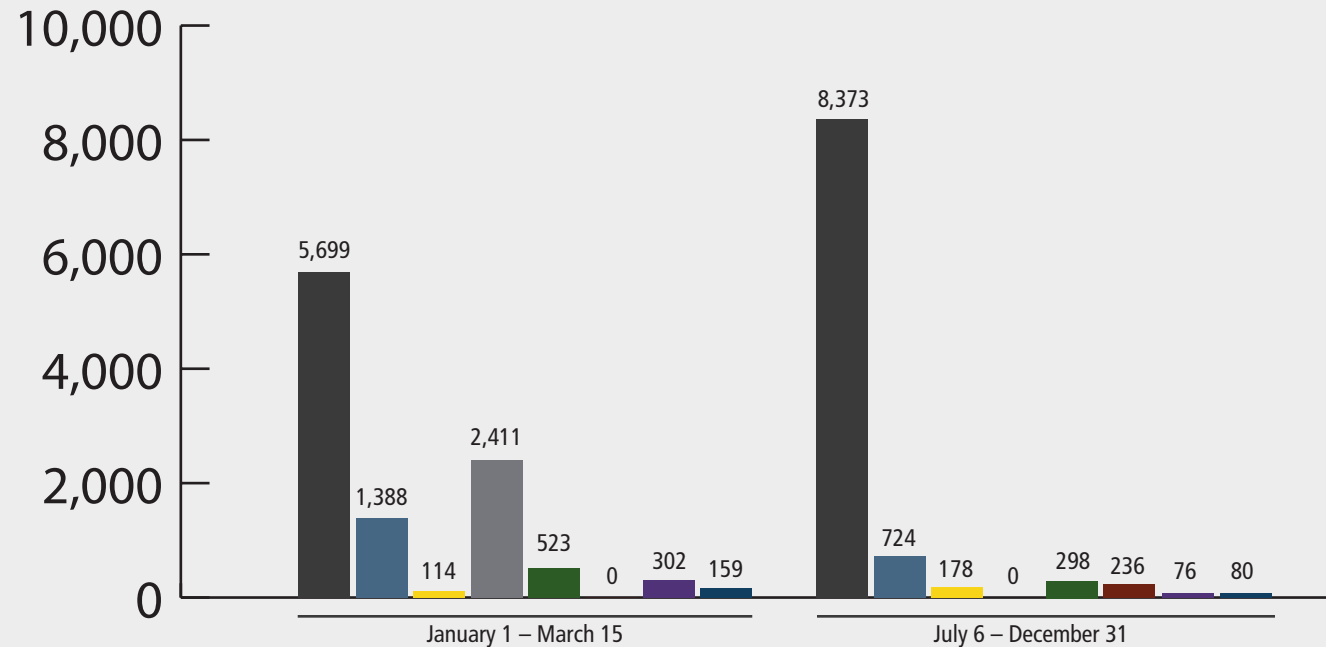
Arts & Events	Leisure & Learning
141 Volunteers	57 Volunteers
371 Hours	1,773 Hours

Aquatics volunteers will return when COVID-19 restrictions are lifted.

2020 RESERVATION PROGRAMS

2020 RESERVATION PROGRAMS

(FORMERLY DROP-IN OFFERINGS)

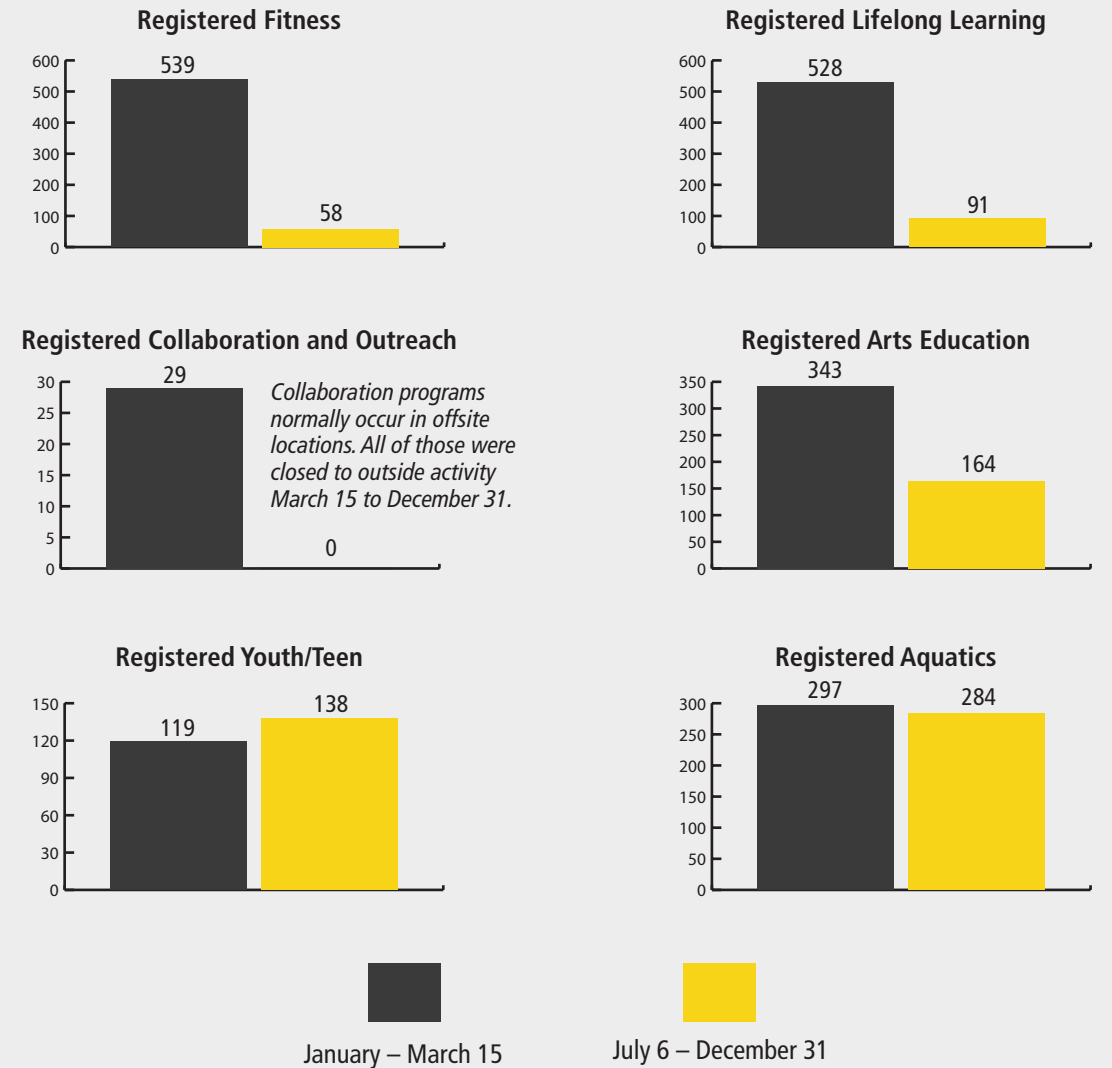


- Aquatics (Lap Swim, Warm Water, Aerobics)
Venue reopened on January 27, 2020.
- Fitness
- Woodshop
- Leisure & Learning
- Arts Education Studios
- Other Arts Education
- PTAS (Professional Touring Artist Series)
- Arts & Events

RCC facilities were closed from March 16 – July 5 due to COVID-19 restrictions.

ENROLLMENT PARTICIPATION

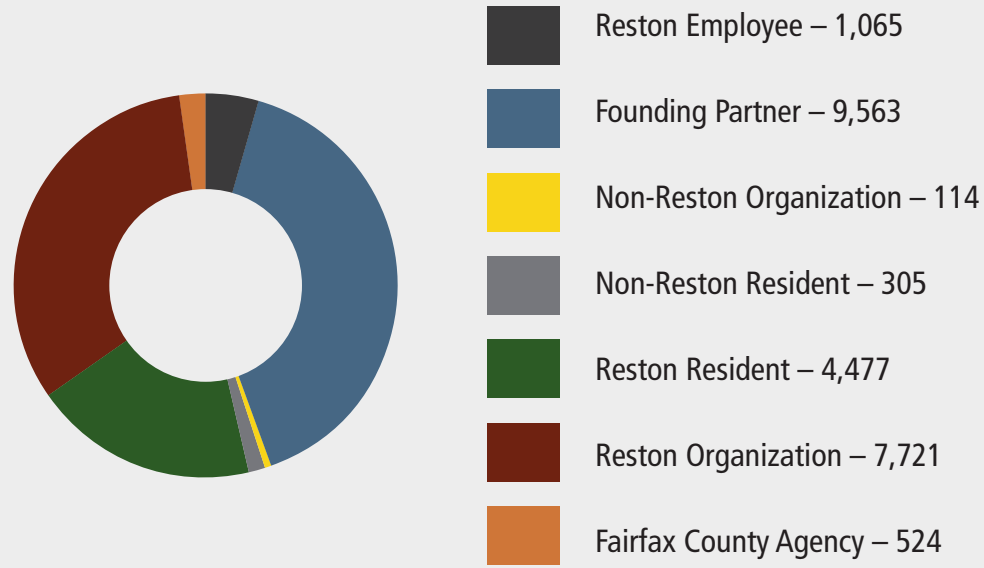
ENROLLMENT PARTICIPATION



RCC facilities were closed from March 16 – July 5 due to COVID-19 restrictions.

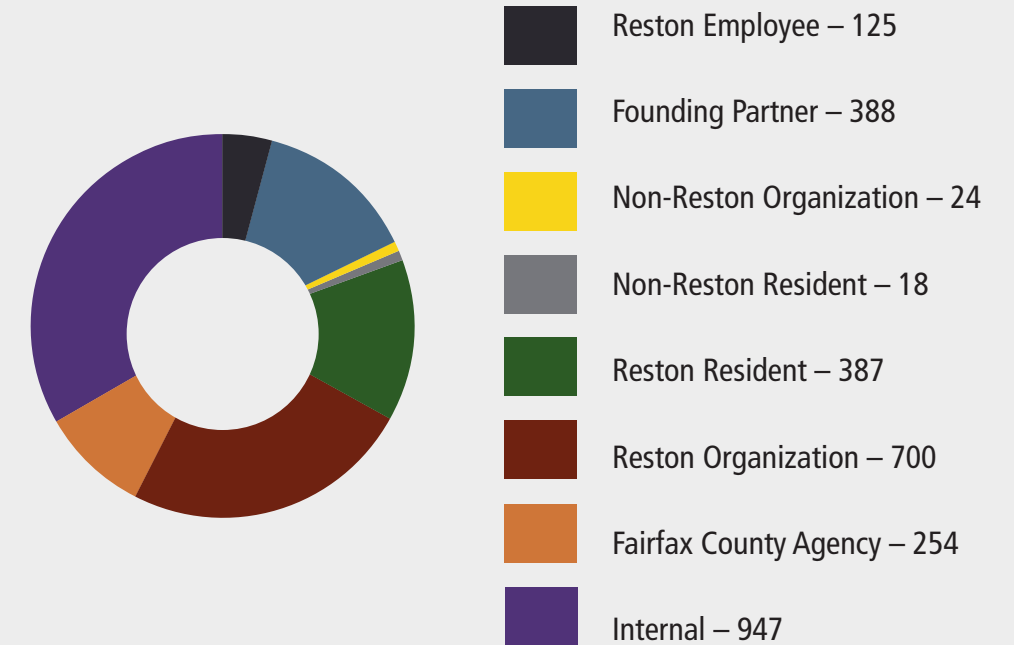
RENTAL PARTICIPATION BY HOUSEHOLD TYPE

RENTAL PARTICIPATION BY HOUSEHOLD TYPE



RENTAL HOURS BY HOUSEHOLD TYPE

RENTAL HOURS BY HOUSEHOLD TYPE



FACILITY RENTAL PARTICIPATION

FACILITY RENTAL PARTICIPATION

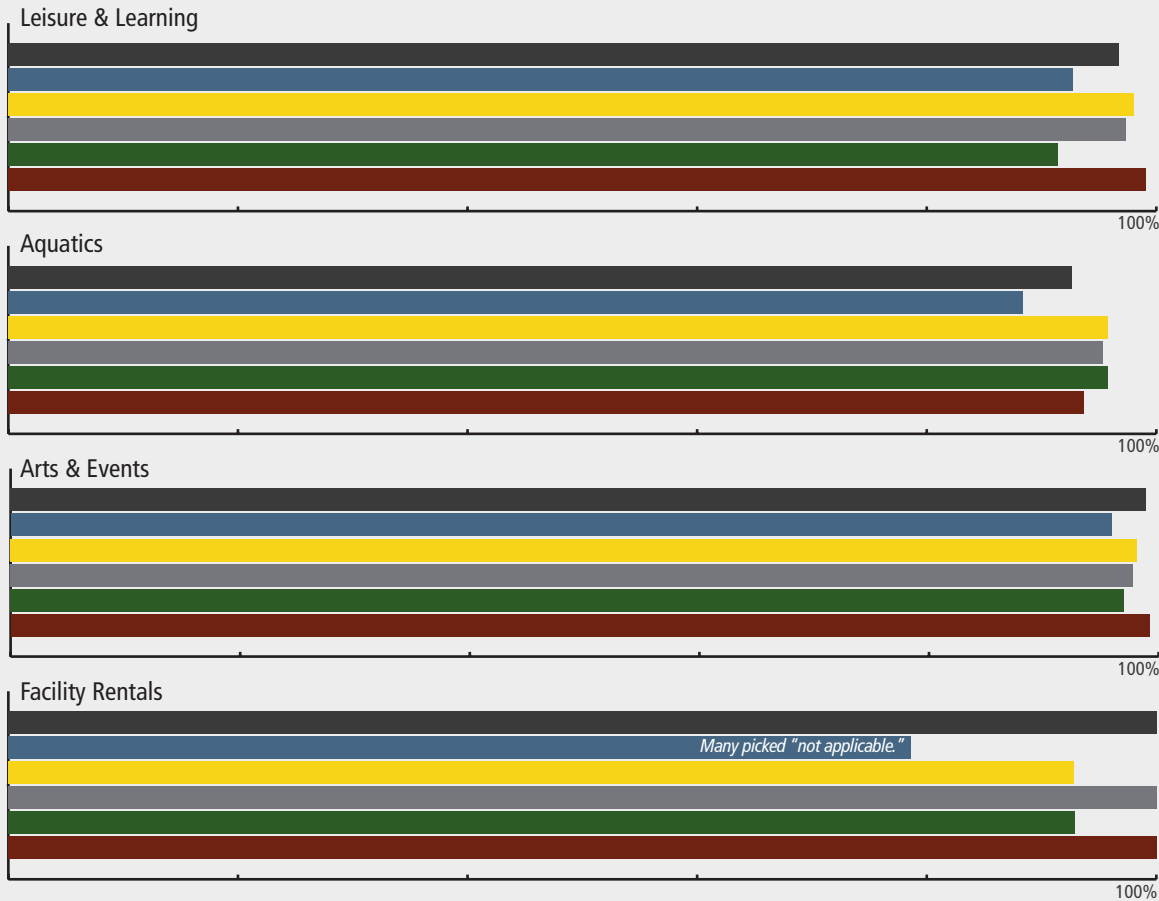
Aquatics Rentals Swim Teams	Community Arts Rentals Community Room and CenterStage	Meeting Room Rentals
4,376	3,942	15,451
Total = 23,769		

RCC facilities were closed from March 16 – July 5 due to COVID-19 restrictions.

“Thanks for the always excellent sound production at the CenterStage. This show presented a big range of sound (volume and intensity) but never lost quality. Much appreciated.”

– Lee Lipsey

SURVEY RESULTS



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

Patrons select on a scale from "strongly disagree" to "strongly agree."
RCC strives to achieve 90% response rates for "agree" or "strongly agree."

FEE WAIVER PROGRAM

Fee Waiver Use

Fee Waiver Value Utilized	Fee Waiver Refunds
\$9,717.15	\$8,933.85

Refunds represent COVID-19 cancellations; credit amount was returned to the household account.

Fee Waiver by Zip Code

Zip Code	Number of Uses
20190	42
20191	73
20194	3
Other	5

Fee Waiver Use by Age

Age Range	Number of Uses
1 – 10	43
11 – 20	21
21 – 30	2
31 – 40	4
41 – 50	7
51 – 60	6
61 – 70	11
71 – 80	54
81 – 90	33
91 and up	3

123 Unique Households
184 Unique Family Members



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.



www.restoncommunitycenter.com