

Annual Report

JUNE 2022



RESTON COMMUNITY CENTER

Welcome to RCC's Annual Report:

From Beverly Cosham, Chair, Board of Governors and Leila Gordon, Executive Director

Introduction



Just as COVID-19 overlaid our experiences in 2020, so too did it permeate every aspect of life throughout 2021. Vaccines were made available to people older than 65 beginning in January 2021. They provided the first glimmers of hope that we might mitigate the waves of disease, anxiety and dread produced by the pandemic. Reston Community Center leadership and staff teams continued to observe all the best practices to prevent the spread of the virus while also partnering with other county agencies to assure the most equitable and effective dissemination of vaccines possible.

The outright cancellation of programs provided to youth and older adults was adapted to programming that incorporated social distancing, mask-wearing and continued other safety measures to stop the spread of COVID-19 while also giving people a measure of relief from the isolation of pandemic protocols. In-person instruction, events and activities were reintroduced with lowered capacities. Performances occurred when possible, but with blocked out seating that allowed for social distancing. Water exercise and lap swimming were similarly downsized. We continued to livestream or offer virtual program formats. Participation

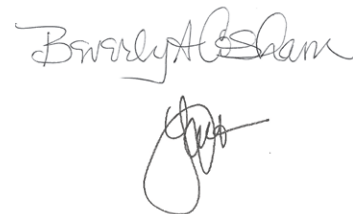
gradually ticked up as the vaccination campaigns in the region gained steam.

Like everything everywhere, our progress didn't occur in a steady, straight line forward. We eased some restrictions in the late spring and summer, and then weathered their return with variant surges of the virus in the fall and early winter. By remaining cautious for nearly all of 2021, RCC facilities, staff teams and patrons managed to forge ahead without experiencing an outbreak; an outbreak being defined as two or more COVID-19 positive results for employees or patrons in a rolling two-week timeframe. That we accomplished a limited menu of summer camp offerings in 2021 without an outbreak was a particularly commendable result of staff and patron vigilance. Only with the arrival of the Omicron surge in December did we finally experience that occurrence in the last two weeks of the year. We had to report infection of three employees during that period; thankfully, all recovered fully.

Cautiously, RCC convened public discussion and meetings among board, staff and Restonians to inform the development of our next five-year Strategic Plan for 2021 to 2026. This plan incorporates what we learned about safeguarding public

health as well as what we realized would be a continuing and necessary commitment to equity in all our practices. We offer our assessment of this past year in the context of the pillars of the new RCC Strategic Plan. As we put this report together, it seems fair to say that like the nation, Reston is adjusting to an ongoing wrangle with the virus as it mutates, and as scientific advances help us manage it much more effectively.

Reston continues to grow, and RCC will grow with the community. Our plans anticipate continuing to move outside the walls of our facilities to bring enrichment and fun to Reston neighborhoods. Delivery of services and programs will be done with tools that fully embrace the ideals of racial equity, universal access and celebrating our differences. Enduring the trauma of a pandemic has strengthened our commitment to Reston's founding values and to our mission. As Reston founder Bob Simon always said, "community is what it is all about," and RCC will continue to enrich lives and build community – now and always.





Strategic Plan

Reston Community Center Strategic Plan 2021 – 2026

Reston Community Center's new strategic plan represents the culmination of two years of research and engagement processes as well as the lived experiences of the pandemic. Six pillar areas provide a framework for advancing the community's goals and aspirations for leisure-time pursuits. Success of the plan will depend equally on the energy with which RCC pursues the plan goals and the involvement of the community throughout major endeavors.



The Pillars Are:

Facilities

Equity

Community Connections

Programs and Services

Communications

Stewardship and Accreditation

The overarching principles that inform how we pursue our goals and objectives remain:

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





FACILITIES

Goal:

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



Facilities



During 2021, we completed the punch list for the outstanding issues related to the award-winning renovation of the Terry L. Smith Aquatics Center. This approximately \$5 million project was completed with nearly \$1 million in savings. It also received two major awards: the American Public Works Association-APWA Mid-Atlantic Project of the Year Award and the Virginia Recreation and Park Society Best New Renovation/Addition (Bricks and Mortar) Award, as well as a Fairfax County Environmental Excellence Award that noted the environmental practices employed on the project.

The project team of Fairfax County Department of Public Works and Environmental Services, RRMM Architects, Branch Builds Construction and Reston Community Center worked tirelessly to achieve these outstanding results. The public has been delighted with the new pools.

Growing requests for technology throughout our facilities were addressed in 2021 with the installation of new audio-visual equipment in Meeting Rooms 1-4 at the RCC Hunters Woods facility. The new system includes integrated wireless microphones,

Bluetooth capability for playback of music or presentations, and assistive listening capabilities. These improvements have been well-received and are now routinely used.

The RCC Hunters Woods rear parking lot was repaved. The meeting room dividers were replaced. RCC Lake Anne restrooms were refurbished with touch-free fixtures, and new partitions were installed in response to patron feedback. These projects were accomplished in 2021 despite the massive supply chain interruptions due to the pandemic and pandemic-related labor shortages.

As always, RCC is cognizant of and zealous about using all available strategies to reduce our carbon footprint. We continue to pursue installation of solar panels on our RCC Hunters Woods roof. The water-use efficiency achieved by the Aquatics Renovation Project reaps savings due to a 50% reduction in water use from the final year of use for the old pool (2018). Installation of LED light fixtures continues throughout both RCC facilities and reaps savings in utility costs. The CenterStage multi-phase LED lighting effort is nearing its conclusion and will result in no longer having to air-condition the space over the stage because of the reduction in heat output from the lights. In 2021, the theatre's line sets, that carry lights, scenery and curtains to and from the stage, were replaced. The agency is well on its way to meeting the Fairfax County commitment to net-zero carbon emissions by 2040.



LOOKING AHEAD:

RCC is working with the Department of Public Works and Environmental Services to explore the possibility of using a proffer from Boston Properties at Reston Town Center to realize a new arts-focused facility in Reston.



EQUITY
EQUITY

Equity



Goal:

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



The RCC Board of Governors officers participated in a series of film screenings with panel discussions that followed moderated by Reston resident and housing justice activist Amanda Andere. These four remarkable Black leaders from the community – RCC Board members Bev Cosham, Bill Bouie, Lisa Sechrest-Ehrhardt and Paul Thomas – brought their diverse perspectives to conversations centered on how race in America defines Black lives. Their honesty and emotional reactions to films like

Dark Girls, Just Mercy and *Black Is ... Black Ain't* helped the Facebook Live audience better appreciate the impact of discrimination.

Other live and livestreamed performers and authors who provided insights to the ways that race and ethnicity shape lives included Regina Carter, Michael W. Twitty, Akua Allrich and The Tribe, Vijai Nathan and BD Wong. Anna Deavere Smith spoke with a CenterStage audience via live feed from New York. For the Reston Multicultural Festival,

the Paschall Brothers roused the audience with the shaped harmonies of their gospel singing, and the Chuck Brown Band had a huge crowd on their feet and moving.

RCC continued its deepening involvement in Reston Opportunity Neighborhood. Crafternoon and Fun Around Town events hosted at the Opportunity Neighborhood sites involved entertainment, craft activities and fitness fun for Cedar Ridge, Crescent, Stonegate, Island Walk, and Westglade community locations.

I just wanted to say "thanks" for coming to Stonegate this past Tuesday. The youth who came out appreciated having that activity available. One of the children is autistic and the mother said her daughter was completing the bookmark with unusual calm. Normally she is bouncing to do this or that, but she was quiet and focused, and her mom was happy to see that. Thank you, again!

David Thompson Jr.

The RCC Fee Waiver program supported camp fees totaling \$32,730. In all, the RCC Fee Waiver program served 141 unique households in 2021, with 235 unique family members.

A new program offering free math tutoring was initiated in 2021. Children in elementary and middle-school grades could sign up for sessions focused on a variety of math skills. These tutoring opportunities were extremely well-received by parents and students. The free RCC learn-to-swim offerings expanded from our typical 6-12 year-olds to include 4-5 year-old children. The annual scholarship guidance program that is so popular with Reston families was offered via Zoom – and free of charge. The annual *Gifts from the HeART* exhibit had 50 artists participating in the month-long show, 34 artists in the resurrected in-

person shopping event, and 19 artists participated in a virtual directory.

Many of the enrichment offerings for older adults are substantially subsidized or provided free to assure that the broadest possible spectrum of the community can enjoy them. In 2021, partners Giant Food and Fairfax County's Land Development Services joined us in giving important content to the community at no cost. RCC Rides provided 114 rides in 2021 after restarting its engine in the fall. The good volunteers of the AARP Tax-Aide program filed 468 tax returns for low-to-moderate income residents during their efforts hosted by RCC.



LOOKING AHEAD:

RCC will continue to invest in the Opportunity Neighborhoods and use an equity lens in allocating resources in and for the community. Renowned author Heather McGhee will be the featured keynote speaker for the Dr. Martin Luther King Jr. Birthday Celebration in 2023.



Northern
Virginia
Ukulele
Ensemble
www.nova-uke.org

COMMUNITY CONNECTIONS

Goal:

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

Community Connections







Bravo! I am enjoying the Founder's Day video stories about Reston, and I can do so at my own time and see and hear what I especially like multiple times. Thank you all for your successful and imaginative 2021 celebration.

Walle Hargreaves



Despite the uncertainties of the pandemic, RCC and its partners managed creative pivots during 2021. Reimagined events were held outdoors, or on new dates, partially online or in entirely new formats. Collaboration resulted in multiple new videos being created for the celebration of Founder's Day. The year brought an entirely new community event into being – the Tour de Hunter Mill – and it was tremendously successful. It was held on May 15 and the following Friday, Bike to Work Day returned to the region.

Reston organizations and associations proved resilient again and RCC partnering efforts never flagged. Nearly 13,000 people enjoyed summer concerts at Lake Anne Plaza, Reston Station, Reston Town Square Park and at Reston Association parks. RCC collaborated with Reston Town Center Association to present an outdoor film – *Wall-E* – in commemoration of the newly installed Sue Wrbcian sculpture at Town Square Park – *Buoyant Force*.

The Osher Lifelong Learning Institute's popular Meet the Artist series was performed both in the CenterStage and on Facebook Live. The Reston calendar shifted for the Northern Virginia Fine Arts Festival to delight 35,000 people over a weekend in September rather than its typical May schedule. The Thanksgiving Food Drive, though still operating with fewer people in business settings, amassed some 3,600 pounds of food and \$610 worth of gift cards for families served by Cornerstones.





Major celebrations returned to in-person events. We marked the 50th anniversary of Cornerstones. ArtsFairfax launched a new era of its annual Arts Awards in the impressive Capital One Hall in Tysons. The Reston Holiday Parade returned to the streets of Reston Town Center – albeit buffeted by actual winds of startling magnitude. Even blustery conditions couldn't stop 12,000 happy people from cheering it on down Market Street.

RCC provides support for all these community-building experiences – whether by directly presenting them, partnering with others to do so, sponsoring the event with financial or in-kind help, or even just being the go-to facility resource for community organizations. Our rental patrons put together a remarkable community calendar of experiences that involve swimmers, actors, singers, musicians, scouts, homeowner associations – there are groups of people building community at RCC facilities all year, every year. In 2021, more and more of them came back into our spaces to do that.



LOOKING AHEAD:

RCC and Reston Town Center Association will collaborate with NextStop Theatre to present the first-ever Theatre in the Park at Town Square Park in 2022.



PROGRAMS & SERVICES

PROCESSES SERVICES



PROGRAMS & SERVICES

Goal:

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



Audiences in 2021 returned to the CenterStage and were treated to shows that included The Seldom Scene, Mutts Gone Nuts, Trout Fishing in America and tenor Carl Tanner. The Young Actors Theatre presented six shows for family and friends. Local music and dance returned to either filmed performances or live presentations as COVID-19 permitted. Artists and audiences couldn't stay apart!

The intrepid swimmers of Reston filled every available reservation slot in lap lanes or warm water zones throughout 2021. Private

swimming lessons more than doubled from their pre-pandemic level, which was enabled by the renovation project results. Swim team renters occupied the Terry L. Smith Aquatics Center seven days a week. Water exercise programming expanded from five days to six days a week. RCC instructors certified a total of 66 coaches for the Reston Swim Team Association.

Fitness and Wellness fans slowly and surely returned to the studios at RCC Lake Anne to exercise again in Zumba, Essentrics, Yoga and more offerings that have hundreds

of fans of our talented instructors. They expressed great relief for being able to join class in person again. Lower capacities, high air-turnover rates, conscientious cleaning and vigilant health self-checks kept everyone feeling cautiously optimistic that they could safely attend.

Programs for young people and their families were restarted with capacity limitations; in 2021, a total of 260 people enrolled for traditional events like the Eggnormous Egg Hunt and Letters to Santa. A new, free program – Float a Boat – was introduced; children could build a

boat from cardboard and other materials that was then “sailed” in the Terry L. Smith Aquatics Center pool to engage with engineering and science ideas and have fun in the friendly competition. Summer camp was provided with reduced capacities and served hundreds of children who were yearning for this well-loved part of their childhood.

Older adults also returned to popular RCC offerings. They carefully balanced virtual classes offered by Osher Lifelong Learning Institute with the restored Current Events and other social appointments like Monday Bridge. A brave 29 participants took the first post-COVID-19 trip to see a show at Toby’s Dinner Theatre. Everyone did so safely.



LOOKING AHEAD:

The transition of COVID-19 from pandemic status to endemic status will mean continued, frequent offerings of both traditional and innovative new programs, performances and activities will be feasible.



COMMUNICATIONS

Goal:

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



Communications



RCC's popular program guides were redesigned in 2021 to provide a condensed version of each seasonal guide to every household again. People wanted to get this product in their mailboxes. To combat the surging costs of printing and postage, the mailed guide contained program titles and key details but not the lengthier descriptions typical of the publication. An online guide for each cycle of offerings provided the details for each program. This solution combined the lighter environmental footprint goal for our print materials with lowering costs. The online guides had the nice benefit of including

live video links for many programs.

During 2021, the process of selecting the vendor to design a new RCC website consumed months. A Selection Advisory Committee (SAC) was formed, and a Request for Proposal was issued to 10 potential vendors, six of which responded. The SAC evaluated and interviewed those six vendors and completed a rigorous scoring process. United Experts, a London-based firm with many projects in the United States, was selected and contracted to produce a new RCC website.

Following the selection and contracting, the RCC project team and United Experts undertook analysis of the existing RCC website content in the context of the desired goals for the new website. Key features that RCC will realize with the new website include a much-desired Reston community calendar, instant language translation capability, more robust and effective search engines, and better patron/user experiences with the third-party vendors RCC uses for enrollment and ticketing. The website will enter testing phases in late spring 2022 with a target launch in Summer 2022.

The utility and visibility of RCC social media platforms has never been more vital than during the period of COVID-19 programming adaptations. From Facebook Live presentations and the RCC YouTube channel, RCC patrons could experience many wonderful instructional and performance events even if the circumstances of their health or community health indicators meant staying at home. These vital links to RCC will continue to be used to bring people to RCC even if they can't join us in person.



LOOKING AHEAD:

With the launch of a true Reston community events calendar, RCC and its partners will enable the community to find whatever is happening throughout Reston on any given day instantly.



STEWARDSHIP & ACCREDITATION

STEWARDSHIP & ACCREDITATION

Stewardship & Accreditation



Goal:

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



As a function of RCC's CAPRA accreditation, the agency reviews its plans on a periodic basis. Over the course of 2021, the agency undertook finalizing its five-year strategic plan despite the obstacles presented by the pandemic. Although the annual planning session for Board and management team members was postponed to April due to COVID-19, the preparation and vetting of a draft plan continued from that point. Following RCC's Annual Public Hearing for Programs and Budget, which previewed the plan and offered the validation of the 2019 Community Survey results, the Board and staff finalized plan language for adoption in October 2021.

Another area undertaken this past year was the internal audit of RCC procurement and personnel practices by the Fairfax County Office of Internal Audit. This business audit is conducted for all county agencies on a three-year rotation cycle. Per the auditors, RCC was found to be practicing sound stewardship. The report noted:

Overall, we found that the department had effective procedures and internal controls in place for the handling of purchasing and human resources functions, and transactions had adequate evidence of compliance with county policy.

This excellent result is a function of both the clear, comprehensive guidance provided by Fairfax County to all agencies and the detailed internal guidance RCC has developed for agency-specific issues in the context of meeting CAPRA standards. It is also a testament to the administrative staff, who make sure our purchasing and personnel operations follow all the various procedural rules that govern them.

Review and audit experiences provide solid measures of administrative effectiveness and accountability. Awards are also excellent markers of achievement for agencies and organizations. Although the pandemic

prevented the Fairfax County Outstanding Performance Awards program from happening again, RCC nonetheless received awards of recognition from other sources during 2021.

- The American Public Works Association (APWA) Mid-Atlantic Region and Virginia Recreation and Park Society (VRPS) awards for the Aquatics Renovation project were tributes to the outstanding effort and results of this massive undertaking.
- VRPS also recognized RCC Board Vice-Chair William G. Bouie as the Distinguished Volunteer Service awardee at their 2021 conference.

- Fairfax County's Environmental Quality Advisory Council (EQAC) named Reston Community Center the organizational winner of its Environmental Excellence Award for 2021. This recognized RCC's comprehensive efforts to improve energy efficiency and reduce waste.
- And once again, readers of the *Northern Virginia Magazine* voted RCC's among the 2021 Best Summer Camps.

Everyone at Reston Community Center takes the public's trust to heart in all we undertake. Each pillar of this Strategic Plan is based on our community's hopes and needs for enriching experiences and the sense of belonging that being part of an accepting community provides. No matter anyone's circumstances, Bob Simon believed everyone could contribute to the fabric of the good life he wanted for people in Reston. Each person needs only to be given the tools with which they can reach their full potential to join the circle of productive, engaged humanity that makes a place a home. RCC wholeheartedly embraces this vision of community and it's our mission always to make it a reality.



LOOKING AHEAD:

RCC will pursue its strategic plan within the context of the newly adopted Countywide Strategic Plan and One Fairfax. RCC is proud to contribute to the vision embraced by these initiatives of communities and a county where everyone can reach their full potential.



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 mission and vision, Reston Community Center will be:

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

It's been difficult to know when and how to reengage in classes, camps and programs in this ever-evolving COVID-19 world.

I have held off for a very long time. When I felt ready to explore opportunities, the first place I turned was the RCC. The quality of the programs for the price has always been outstanding.

The staff is welcoming, warm and a true delight to be around. On top of that, as we have been attending events, I have been very pleased with the health and safety measures that RCC has in place. I am so grateful for all the folks there who keep things running and available for me and my family.

Hannah Archey

Thank you for bringing The Seldom Scene to Reston! What a pleasure to hear Bluegrass music and to see how much they enjoyed playing together. I very much appreciate that it was affordable, close by and in a wonderful venue. Well done! I hope to attend more events at the CenterStage in the future.

Susan Teunis

Board of Governors:

From left to right: (TOP) Paul Thomas, William Keefe, William Penniman, Dick Stillson, William Bouie
(BOTTOM) Laurie Dodd, Vicky Wingert, Beverly Ann Cosham, Lisa Sechrest-Ehrhardt



2021 Full-Time 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
James Rockett	Financial Specialist
Grazyna Siebor	Procurement Specialist
Ling Zhao	Customer Service

Arts & Events

Paul Douglas Michnewicz	Arts & Events Director
Anthony J. Adams	Theatre Technical Director
Mark Anduss	Assistant Technical Director
Giovonny Bland	Community Outreach Assistant
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
Roshanak Raeisi Fard	Aquatics Operations Director
Scott Sorenson	Aquatics Program Director

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

Facility Rentals & Operations

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

Photography provided by Charlotte Geary, Bill O'Brien, Lesnick Photography and RCC Staff. Quotes used throughout this publication have been taken from email and other communications to RCC. They may be slightly altered for clarity.



Administration

EXECUTIVE PROJECTS

Ricki Marion

CUSTOMER SERVICE

Ashok Chirayath
Shandan Ge
Chizuru Negin
Momoko Nelson
Evelyn Rosa

FACILITY MAINTENANCE

Osasenaga Aghayere
Roberto Aguilar-Rojas
Yimi Escalante
Daniel Cedillos
Brandon Hinojosa
Alba Rodriguez
Derrick West
Cory Woods

MEDIA

Long Nguyen
Rebekah Wingert-Jabi

Arts and Events

PERFORMING ARTS

Megan Crenshaw
Aya Hafez
Jacob Ham
Cameron Kelly
Alison Reinfield
Laura Moody
Phillip Natalini
Patrick Pacak
Elaine Randolph
Laura Reichert
Thomas Simpson
William Wacker

ARTS EDUCATION

Jason Alexander
Beth Atkins
Sara Birkhead
Cristina Boccock
Mary Brickel
Mark Brutsché
Anne Buckelew
Nancy Clark
Emma Crawford
Anita Damron
Youlee Duray
Diane Ellor
Geraldine Fitzurka
Eva Forman
Tracie Griffith
Matthew Guerber
Kara Handy
Judith Harmon
Victoria Krieger
Tracie Lambakis

Phoebe Liu
Arnold Lopes
Davide Lorenzi
Hadrian Mendoza
Ryan Muha
Karen Mullarkey
Tena Page
Meredith Patton
Erin Rook
Ralph Saltzman
Elizabeth Scarcella
Marion Spurlock
Claire Weech
Karina Yakubisin
Guy Zoller
Mark Zubaly

2021 Part-Time Staff

Aquatics

Shelby Allen
Ama Atobrah
Ajanta Bauer
Tessa Belanger
Ashley Birman
Elijah Bishop
Emily Brooks
Eimar Cardenas
Jocelyn Chan
Debby Cooley
Anita Creasi
Alexus Cunigan
Nicholas Darmory
Elodie Decker
Laura Echeverri
Eliott Erazo
Robert Eurich
Jodi Fisher
Elle Fremerman
Emma Grossback
Soren Guilloteau
Annabella Ham
Ariana Inamdar
Katherine Jensen
Andrew Johnson
Nathaly Juarez-Sesam
Chelsea Kartchner
Sophie Kartchner
Ryan Kasprowicz
Kathryn Kern
Niloufar Kheradmand
Connor Kim
Mikayla Kirr
Christian Kornegay
Kurtis Kunkel

Mahsa Layazali
Jonathan Leon-Guerrero
Emma Lynch
Lilia Mckinley
Tess Mckinley
John Medler
Aman Nandwani
Alana Newton
Hunter Piotrowski
Edyson Powell
Violet Reges
Jody Rook
Daniel Scholl
Janelle Scott-Clayborn
Christine Selwyn
Kristen Serrell
Noah Shubert
Morgan Sivak
Ryan Skinner
Joshua Small
Samantha Stettner
Jennifer Storch
Tanishq Sundaresan
Audrie-Olivia Swanner
Dorian Traynham
Gwyneth Wagner
Kendra Watkins
Kaella White
Catherine Wilkins
Finn Wilkins
Thomas Wilson Jr
Noah Worku

Leisure and Learning

FITNESS

Dianne Beville
Jacquelyn Dantonio
Megan Durham
Teresa Fletcher
Michelle Miles
Barbara Okerson
Laura Robinson
Anne Smyers
Anna Sypula
Christina Unger
Vanessa Vera
Kelley Westenhoff
Cammi Williams

YOUTH/TEEN PROGRAMS

Nusrat Ali
Kimana Bowen
Thomas Feeley
Jean-Louis Guill
Marybeth Haneline
Margaret Heiman
Audrey Kim
Casey Koshuta
Aline Minassian
Mark Moseley
Tad Moseley
Annabella Prezioso
Moushica Rangareddy
Seymour Samet
Emily Serafin Perez
Betty Simmons
Ava Smith
Jordana Sweeny

Rosalyn Wilson
Leroy Young

LIFELONG LEARNING

Daniel Burke
Eric Halmon
Charles Hoffman
Barrett Ingram
Charles Inman
Elizabeth Knowlton
Jo Ann Leir
Andrew Livingston
Judith Mudd-Krijgelmans
Sandra O'connell
Karen Rhinard
Lawrence Root
Motoko Shimizu

My teacher's knowledge and passion are remarkable. My personal fitness has improved markedly. Her ability to reach every student in the class no matter their capability makes the class cohesive, and the students help one another with other issues – magical! If I could give the class ten stars I would.

Maureen Clarke

2021 Sponsorships

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

During 2021, RCC worked with our partners to present these community events while safeguarding people from the pandemic as much as possible. As we turn to the future with hope, community traditions and celebrations will feel more familiar in most cases and may include welcome adaptations from the experiences of the past two years. Reston's community calendar will remain filled with the presence of festivals, and a host of other 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!

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• ArtsFairfax – Annual Arts Awards• Cornerstones – Annual Strategic Partner• Fellowship Square Foundation – Winter Wonderland• Friends of Lake Anne – Roots Festival, Jazz & Blues Festival• Tephra ICA (Formerly GRACE) – Northern Virginia Fine Arts Festival• Greater Reston Chamber of Commerce – Ethics Day, Community Engagement Series | <ul style="list-style-type: none">• Friends of Reston – Nature House 5K Run, Spring Festival at Walker Nature Center• Leadership Fairfax – Annual Strategic Partner• Partnership Reston• Public Art Reston – Annual Strategic Partner• Reston Herndon Little League• Reston Historic Trust – Founder's Day, Community History Lectures• Reston Pride | <ul style="list-style-type: none">• Reston Town Center Association – Holiday Parade• South Lakes High School Baseball Team• The Food Pantry at South Lakes High School – Do It Your Way .5K• Washington West Film Festival |
|--|--|---|

2021 Community Partners

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

- AARP Foundation (AARP Tax Aide Program)
- AARP Virginia
- Al Fatih Academy
- ArtsFairfax
- Cathy Hudgins Community Center at Southgate
- Christ the Servant Lutheran Church
- Comstock – Reston Station
- 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
- 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
- Specially Adapted Resource Clubs
- Tall Oaks Assisted Living
- Tephra ICA (formerly GRACE)
- Virginia Cooperative Extension
- Washington West Film Festival
- Washington Woodworkers Guild
- YMCA Fairfax County/Reston

2021 in Data:

RCC's data profile covers key metrics of how we serve Reston. In the pages that follow, the data profile for 2021 is presented showing the baseline for participation from which we will measure our emergence from the impacts of COVID-19 going forward. Compared to 2020, all participation has risen. However, the potential to increase participation in the future is great and RCC will be striving to serve ever more people in and around Reston.

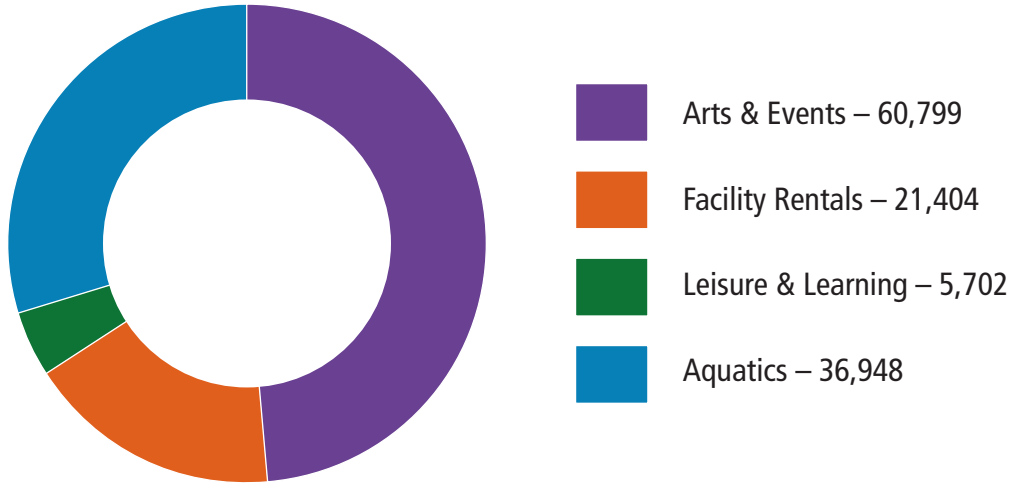
The measurement of Customer Satisfaction is the key data set for determining whether RCC offerings are meeting our community's needs. Our guiding star is to provide a high-quality and diverse array of programs and services that make meaningful contributions to the quality of life in Reston. Finally, it's important to note that capacities for outdoor events (Arts & Events attendance) are far greater than those for Leisure & Learning or Aquatics indoor events. Data charts containing those totals should be interpreted with that in mind.

Year in Data



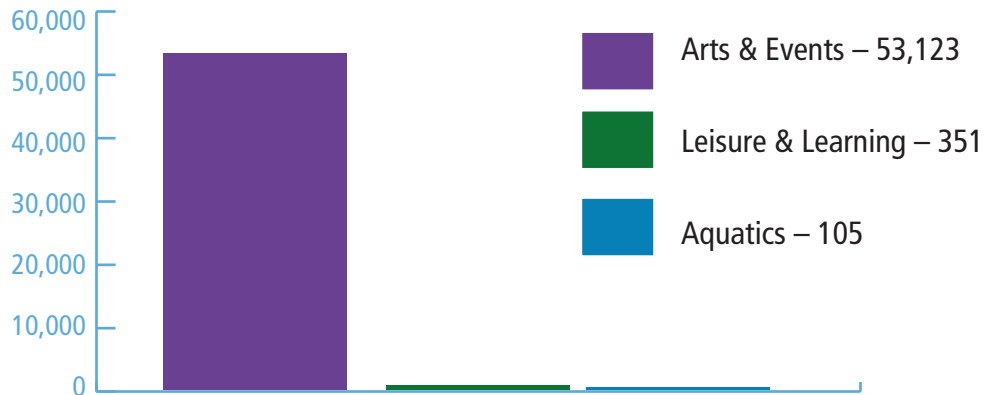
2021 Participation by Line of Business

2021 Total Participation = 124,853



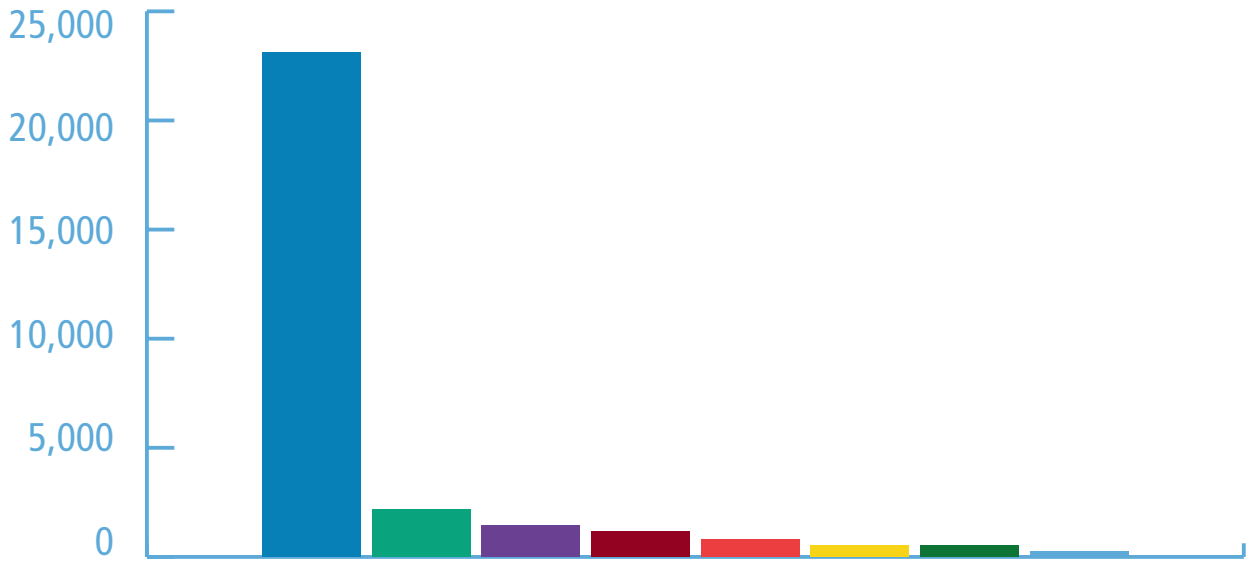
2021 Event Participation by Line of Business









2021 Total Participation = 53,579



2021 Reservation Participation

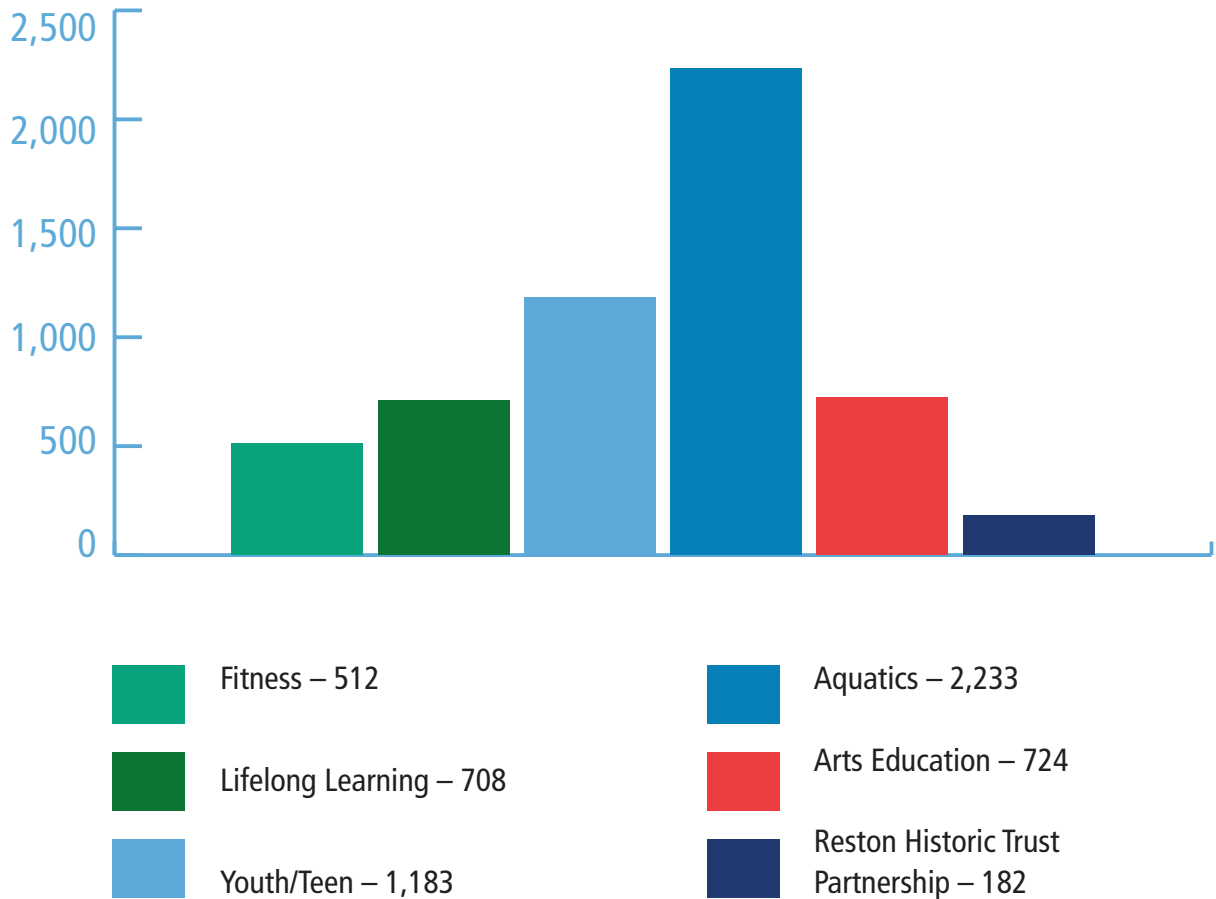
Participation = 30,204 (Reservations and other formerly drop-in or one-time programming.)



- | | |
|--|--|
|  Aquatics – 23,117 |  Arts Education Studios – 788 |
|  Fitness – 2,177 |  Arts Education (Other) – 523 |
|  PTAS – 1,461
(Professional Touring Artist Series) |  Lifelong Learning – 522 |
|  Performing Arts – 1,187
(Meet the Artists, CenterStage Cinema, YAT) |  Youth/Teen – 249 |

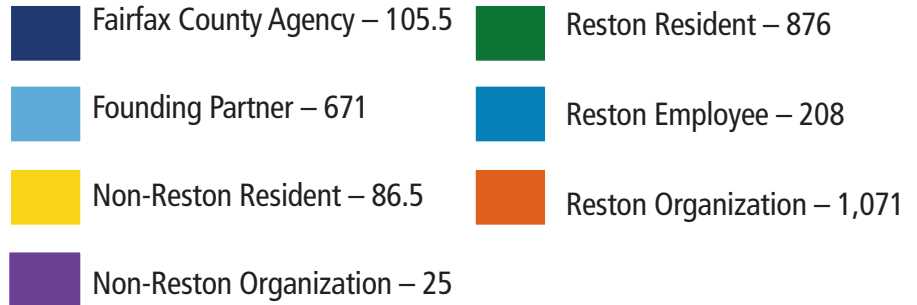
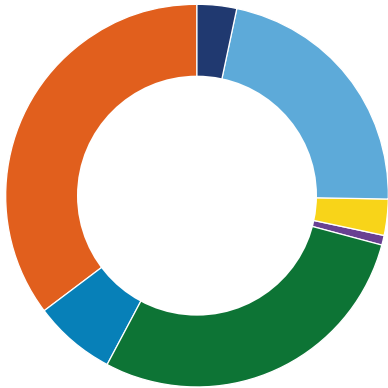
2021 Enrolled Participation

Participation = 5,542



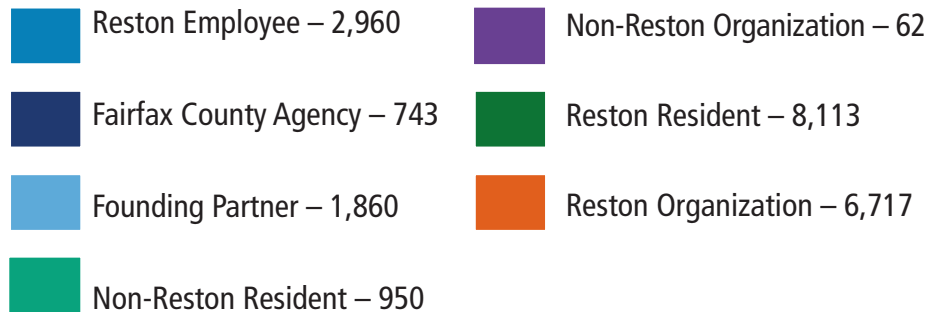
2021 Rental Hours by Household Type

Includes Meeting Room, Aquatics and CenterStage Rentals.



2021 Rental Attendance by Household Type

Does not include Aquatics or Arts & Events Rentals.



2021 Rental Attendance by Line of Business

Rental Attendance = 35,709

Aquatics Rentals Swim Teams	Arts & Events Community Arts Organizations, CenterStage and Community Room	Facility Services Meeting Room Rentals
11,493	2,811	21,405

2021 Volunteer Data

Volunteer Total = 282

Partnered Volunteers	RCC Rides Volunteers	VMS Volunteers
139	18	125



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.

2021 Fee Waiver Use

By Type, Zip Code and Age Range

Type	Value Utilized
General	\$38,105
Summer Camp	\$32,730

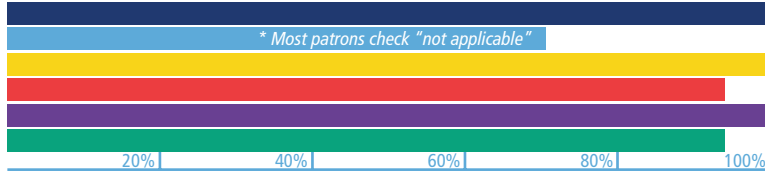
Zip Code	Number of Uses
20190	48
20191	89
20194	2
Other	2
Total	141 Households

Age	Number of Uses
1 – 10	54
11 – 20	65
21 – 30	3
31 – 40	8
41 – 50	10
51 – 60	8
61 – 70	9
71 – 80	53
81 – 90	24
91 and up	1
Total	235 Family Members

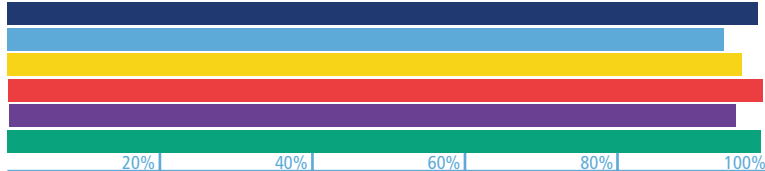
2021 Customer Satisfaction Survey Results

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

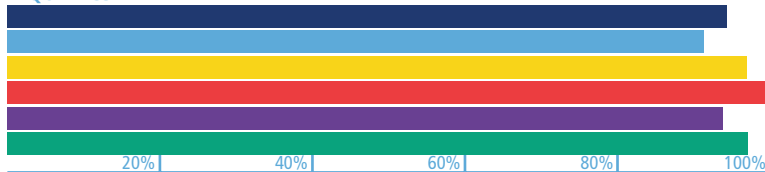
FACILITY RENTALS



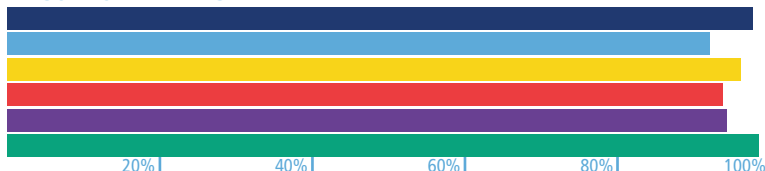
ARTS & EVENTS



AQUATICS



LEISURE & LEARNING



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

I want to let you know how much I appreciate the staff assistance the night of my party. Your team did a fabulous job setting up and taking down tables, helping with the sound system and even made coffee. Customer service at RCC was so pleasant and helpful to all who came in and ensured we all had our masks on when in the hallway and going to restrooms. I am very impressed with staff from start to finish, including you! Thank you for all your assistance in helping me plan this event.

Lindy Love



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

Enriching Lives. Building Community.