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## Message from the President and CEO

From our founding more than 110 years ago, AAA has grown to serve nearly 54 million members nationwide and over 1.2 million Virginians. However, one thing has remained the same: AAA works tirelessly to protect the rights, interests, safety and mobility of our members and all travelers.

It is from this unique perspective that we, the Clubs of Virginia - AAA Mid-Atlantic and AAA Tidewater - present this report to our community partners and the Virginia Legislature. We hope this "TripTik" provides you with direction as you weigh decisions, perhaps none so challenging as creating jobs and ensuring our transportation system is safe and well maintained. AAA advocacy concerning transportation and safety remains unchanged and typically enjoys broad support. It is in this spirit that we will continue to work to advance the safety, reliability and improvement of our highway network transportation system.

To those who have worked with us, we thank you and ask for your continued support. For those new to working with AAA, please know that you can call on us for our guidance on a wide range of safety, transportation, and motorist/consumer issues.

Sincerely,

A handwritten signature in cursive script that reads "Bernard M. Koch".

Bernard M. Koch  
President & CEO  
AAA Mid-Atlantic



## **AAA Bill of Rights for the Nation's Motorists on Transportation Funding**

The United States requires a new vision for transportation that addresses 21st century needs, ensures broad access and adequate funding, and equitably allocates benefits and payments among users.

A new transportation vision must ensure that the system significantly enhances safety, mobility, and reliability to provide an appropriate return on investment to motorists who will continue to pay most of the costs.

Transportation improvements should be based upon needs that are clearly identified, and outcomes that are supported by research and assured through application of performance standards.

Transportation taxes, fees, and other revenue collected from motorists must be equitable and transparent. Transportation agencies must demonstrate to the public that transportation resources are managed wisely and efficiently.

Motorists must receive direct and recognizable improvements to their travel experience if they are asked to pay more.

Revenues generated from taxes, fees, and other pricing mechanisms paid by motorists must be dedicated solely to meeting identified transportation needs and protected from diversion to other uses.

Funding alternatives to supplement or eventually replace motor vehicle fuel taxes must be carefully evaluated as to their ability to be efficiently implemented, accepted by the public, allocated fairly, fully dedicated to transportation needs, and be resistant to fraud and evasion.

Public-private partnerships to increase transportation investments must be carefully managed to ensure that motorist fees are fair and equitable, that motorist fees are not diverted to non-transportation purposes, and that the facility is consistently maintained and improved.

Publicly owned transportation facilities should only be sold or leased to private interests if agreements require the maintenance of high levels of service and remain under public oversight. Revenues resulting from the sale or lease must be used only for transportation purposes and compensate the public for the value of the facility.

Transportation fees, taxes, and other revenue collected from motorists should fairly represent their use of the system, and all transportation system users should bear a proportionate share of financing the system.



## **AAA - An Overview**

For more than 110 years, AAA has staunchly supported its member motorists and travelers, protecting them against unduly restrictive legislation and worked against harsh and unjust prosecutions. AAA has lobbied for adequate roadways, equitable taxation, standing constant watch over the rights and interests of America's travelers.

AAA is a federation of affiliated motor clubs with more than 1,100 offices in the U.S. and Canada. The organization offers personal service through its network of more than 38,000 full-time employees. One in three licensed drivers has a AAA membership, which entitles them to special services, valuable savings, and priceless security. With more than 54 million members, AAA is the largest paid membership organization in North America.

While known primarily for providing emergency road service, maps and travel publications, AAA works to make life easier, simpler and better for people on the go. Today, this means helping members not just on the road but also in other areas- whether at home, on vacation or shopping. With products and services such as insurance, travel planning, credit cards, loans, and "Show Your Card and Save" discounts, AAA provides members countless ways to save time, money and trouble every day.

### **AAA Mid-Atlantic**

A not-for-profit, fully tax-paying organization, AAA Mid-Atlantic is based in Wilmington, Delaware and serves nearly four million members in Delaware, the District of Columbia, Maryland, and parts of Pennsylvania, New Jersey, and Virginia. AAA Mid-Atlantic continually monitors and responds to state legislative and regulatory measures that affect the traveling public and focuses special attention on three high risk groups – children, teens, and seniors.

### **The Mid-Atlantic Foundation for Safety and Education**

The Mid-Atlantic Foundation for Safety and Education,



established in 2002, is a non-profit 501(c)(3) tax-exempt corporation dedicated to educating, training, and raising the level of traffic and travel safety awareness for all. Through generous contributions from AAA Mid-Atlantic members and others, the Foundation works to make schools, communities and roads safer for everyone by providing resources and educational programs for children, teens, adults, and seniors.

Since motor vehicle crashes are the leading cause of death for 15 to 20-year olds, teen drivers are an important area of focus for AAA Mid-Atlantic. As a leader in teen driver safety for 75 years, AAA has developed a suite of research-based tools to help guide families through the learning-to-drive process.

[AAA.com/TeenDriving](http://AAA.com/TeenDriving) provides parents and teens with everything they need to know, when they need it and all in one place.

AAA is also dedicated to keeping seniors driving for as long as safely possible. As such, AAA offers older drivers and their families a wealth of tools and resources at

[AAA.com/SeniorDriving](http://AAA.com/SeniorDriving).

Some programs supported by member contributions include:

- ◆ AAA School Safety Patrol Programs and Training
- ◆ Elementary Education Using “Otto the Auto”
- ◆ Pedestrian and Bicycle Safety Education
- ◆ High School Alcohol Awareness and Safety Belt Programs
- ◆ Adult Crossing Guard Training
- ◆ Senior Mobility

### **AAA Tidewater**

With over 325,000 members, AAA Tidewater serves thirty counties and cities in Southeastern Virginia, including Greater Hampton Roads; the second largest population center in Virginia. AAA Tidewater strives to keep motorists and the public aware of legislative and regulatory issues that affect them as motorists. The Club works to ensure public safety for all who use the roads across the Commonwealth.



## **Introduction**

Over the years, AAA has regularly surveyed motorists to ensure that we know their opinions about key issues impacting their safety and mobility. With approximately one in five licensed drivers in Virginia being a AAA member, knowing their position is critical for us if we are to effectively and credibly represent them.

Questions this year focused on five key areas: transportation, safety & mobility, automated enforcement programs, speed traps, and concerns about access to and privacy of your vehicle's data.

We share these results with you, our policy leaders and lawmakers, in hopes that these results, drawn directly from Virginia residents, will assist you, in dealing with the very tough decisions that you will be called upon to make in the 2014 legislative session.

If you have questions or wish to discuss these findings, or if AAA can be of assistance to you in any way, please contact our Public and Government Affairs Legislative team, whose contact information is provided on page 23.

## **Details of Statistical Analysis**

The findings that follow, our AAA Transportation Survey 2014, are the results of a scientifically conducted poll of 801 registered voters in Virginia. The poll was commissioned by and designed with the approval of AAA Mid-Atlantic and AAA Tidewater and conducted in November 2013 by the polling company, inc.©

The margin of error for the survey was plus or minus 3.4 percent. More than 15 percent of the interviews were completed on cell phones. Sampling controls were used to ensure that a proportionally representative number of people were interviewed from the demographic groups of age, race, gender and region.



## Driver Information Privacy

### The Road Ahead

Much concern centers on the "connected car," a product of the emerging technological boom in the automotive industry that is raising consumer worry about information privacy and access rights. Depending on a vehicle's year, make, and model, it could contain anywhere from a few dozen embedded microprocessors to more than 100. These computers control fuel efficiency, reduce emissions, and operate components such as safety systems, navigation, and infotainment systems.

Much of this embedded technology makes cars safer to drive and better for the environment. What has not kept pace with the surge in technology, however, is our understanding of the privacy and data ownership implications of huge amounts of information being generated from a vehicle. That information can include where we drive, how we drive, how our vehicle is performing, who we call, and what we listen to. Public awareness and regulations always trail advances in technology.

Virginians overwhelmingly want laws protecting consumers' rights and controlling the information being generated by their vehicles. Innovation and enhanced automotive features must coexist without compromising individual privacy.

*A full 80 percent of those polled were either concerned or very concerned about their personal privacy and security surrounding the information collected by in-vehicle technology and potentially shared automatically.*

*A significant majority of Virginians (91%) agreed that consumers should always be able to decide if information generated by their car can be shared, and with whom.*

*Virginians are clear:* *an overwhelming 93 percent want laws and policies protecting consumers' rights to the information generated and captured by their vehicles.*



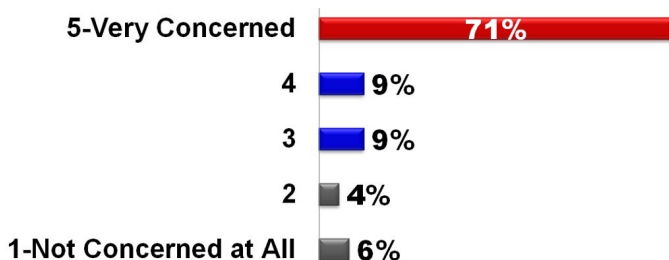
*AAA Position: The use of automated data reporting systems to monitor the location, movement, speed, and driver operation of a vehicle are becoming commonplace.*

*AAA believes that vehicle owners must be able to access and control the use of the full range of data — e.g. diagnostics, operational, etc. — their vehicle generates as both a matter of consumer preference and for the protection of their privacy.*

*AAA believes automobile manufacturers, wireless and technology vendors, the aftermarket industry, and insurers seeking to install a telematics device in a private passenger vehicle, or seeking to use a previously installed device for the purpose of obtaining vehicle use and other data, should be required to inform the vehicle owner of such installation or use, and of the data that may be obtained from such a device.*

**Q: When a person purchases a car with in-vehicle technology or subscribes to one of these services, the information the car generates could be shared by the auto manufacturer with other companies automatically. This is similar to companies that sell their mailing lists or internet companies that track your online activity.**

**Knowing this, if you had a car with these features, how concerned would you be about your personal privacy and security?**



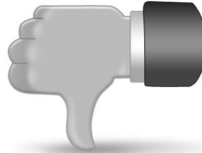




**Q: Do you agree or disagree with the following statement: “Consumers should always be able to decide if information generated by their car can be shared and with whom?”**



**91% Total Agree**

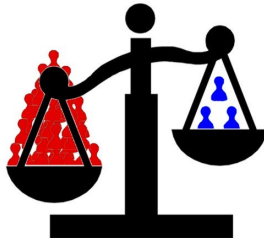


**7% Total Disagree**

**Q: A few car manufacturers provide privacy disclosures or “terms of service,” similar to those from credit card companies, software, and apps, explaining what information they collect and store and how they use information collected from vehicles on the road.**

**Do you agree or disagree with following statement: “There should be laws and policies to protect consumers’ rights to the information generated and captured by their vehicles?”**

**93% Total Agree**



**5% Total Disagree**

## **Automated Enforcement**

A full 66 percent of Virginians support the use of red light cameras some or all of the time, with 42 percent of those polled favoring camera use at high crash intersections and 24 percent supporting use of red light cameras at all intersections. Conversely, 31 percent oppose the use of red-



light cameras at any intersection.

But what do motorists believe is the primary purpose of the cameras? Those polled were split down the middle, with 42 percent stating that cameras are utilized to increase safety and 41 percent believe the cameras are used to create revenue. Another 14 percent were of the opinion that both safety and money were the key purpose of the cameras.

Respondents are evenly divided as to whether red-light cameras benefit government (money) or the public (safety). This sharp division of opinion regarding the primary aim of red-light cameras makes obvious the need for new legislation to promote the premise that funding generated from the automated enforcement of red-light violations is an issue of increasing safety much more than it is creating revenue.

Almost two-thirds (62%) of those polled wanted the practice of issuing tickets to out-of-state drivers generated through automated enforcement programs banned. Those believing the practice should not be banned were 30 percent of those polled, while the remaining percentage did not know.

*AAA Position: AAA recognizes the role that automated enforcement can play in improved safety for motorists, pedestrians and others who use the road by improving compliance with red lights. However, AAA opposes the use of automated systems that undermine the fair and reasonable enforcement of traffic laws and that will do little to improve traffic safety.*

*It violates the public trust when policy makers turn to automated enforcement as a revenue source for municipal budgets in lieu of raising taxes or cutting other spending. Accordingly, when automated enforcement is utilized, program revenue should not go jurisdictions' general funds but should, instead, be used as additional funding for programs that enhance traffic safety.*

*Automated camera enforcement programs in Virginia are typically well run, limited in scope and focused on traffic*



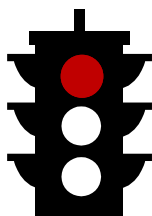
*safety and not revenue generation. In other jurisdictions, with no state or national standards or other criteria, that frequently is not the case. The validity of far too many of those tickets is, therefore, questionable.*

*Unlike tickets issued at road side by law enforcement officers, there also is no reciprocity among the states to force collection of automated ticket fines via state motor vehicle agencies. Debt collection agencies are therefore used to pursue non-payment by out-of-state motorists.*

*According to the Federal Trade Commission (FTC), the debt collection industry is one of the top generators of consumer complaints. Over the past decade complaints to the Better Business Bureau about debt collectors have risen 58 percent. As is evident by a number of recent FTC court cases, many debt collectors frequently and blatantly ignore applicable laws.*

*AAA supports legislation in Virginia to ban the use of debt collection for non-payment of out—of-state automated enforcement fines and the reporting of such to credit reporting agencies. By more than two-to-one, Virginians agree that attacks on personal credit ratings should be banned for non-payment of automated enforcement fines from non-Virginia jurisdictions.*

**Q: When it comes to the use of automated enforcement cameras that ticket drivers who run red lights, which of the following comes closest to your view:**



**42% Support use of red light cameras at high crash intersections**

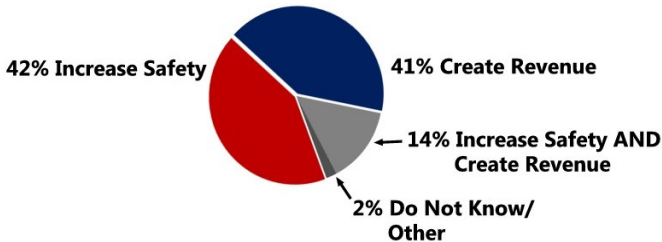
**31% Oppose all use of red light cameras**

**24% Support use of red light cameras at any intersection**

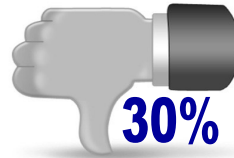
**3% Do Not Know/Other**



**Q: Do you think the main purpose of red light cameras is to increase safety or create revenue from fines?**



**Q: Currently, automated enforcement camera tickets issued to out-of-state drivers cannot be collected because a reciprocal agreement between states for those kinds of tickets does not exist. So, states and jurisdictions, like Washington, DC, are threatening driver's personal credit ratings to force payments. Do you think this practice should be banned?**



## **Speed Traps**

**Do Virginians Feel 'Trapped' on Their Roadways?**

More and more state municipalities are implementing aggressive traffic-enforcement programs in the name of safety, when in reality their primary purpose is to generate substantial revenue for local government treasuries.

In one instance, AAA research confirmed that a speed trap was, in fact, created to raise money. Minutes from a city council meeting revealed key local officials designed a speed trap to give the illusion that it had been established to



promote safety.

Over two-thirds of Virginians polled (67%) believe laws are needed to better regulate speed enforcement programs. Within this group, 39 percent said programs created primarily to raise money are unacceptable and should be outlawed and the remaining 28 percent said limits must be placed on the amount of money a local jurisdiction can raise. In contrast, 29 percent said speeders should be caught and fined regardless of how much money is raised.

The poll showed Northern Virginia residents are most opposed to speed traps, while the Shenandoah participants are most in favor.

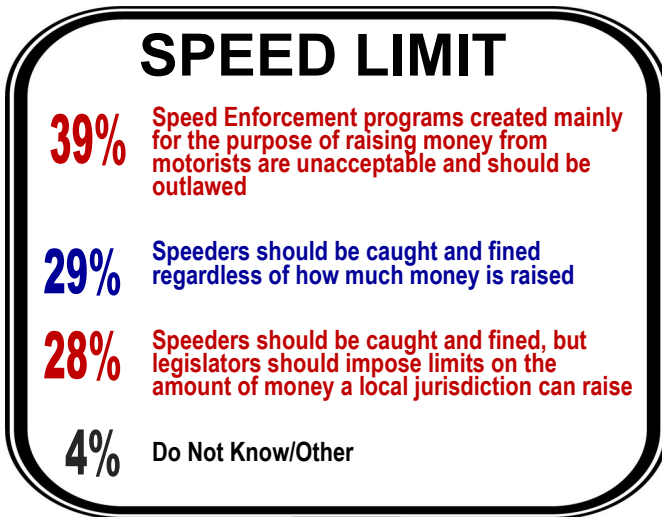
***AAA Position: Lawmakers – present and future – must work diligently to oppose heavy-handed traffic-enforcement tactics, wherever they may occur.***

***AAA believes — and is supported by over two-thirds of Virginians — that speed enforcement should not be primarily for revenue generation. New legislation and enforcement of laws ensuring that speed enforcement programs are primarily based on a measurable need for safety is key to eliminating the profit motive.***



**Q: Increasingly, localities in Virginia are implementing traffic enforcement programs in the name of safety, but are designed specifically to generate large sums of money for their local government treasuries. These often take the form of speed traps that target special segments of motorists such as those with out-of-state tags. In one instance, AAA's research has actually confirmed that a speed trap was created as a revenue raiser. The research revealed minutes from an official meeting in which key local government and law enforcement officials discussed how to portray the speed trap as being done for safety.**

**Which of the following most closely represents your opinion about such programs?**



## **Driver Safety**

### **Seat Belt Violations: A Primary Offense**

Two-thirds of the states in the United States have primary enforcement of seat belt laws on the books. Virginia is not one of them. Failure to wear a seat belt in Virginia is



currently considered a secondary offense. Drivers cannot be stopped for failing to use their seat belts unless they are simultaneously being cited for a "primary" offense (e.g., speeding, running a red light, illegal lane change). In those cases, seat-belt violations are issued to unrestrained drivers.

Nearly three-quarters (73 percent) of Virginians polled hope their legislators are listening when they express the idea that failure to use seat belts should be a primary offense.

Virginia's Click It or Ticket program set a seat belt compliance goal of 82.5 percent for 2013. Officials hope the commonwealth's compliance rate – perennially around 80 percent – will soon match that of neighboring Maryland, a primary enforcement state. Maryland has consistently surpassed the 90 percent mark for seat-belt compliance, peaking at 94.7 percent in 2010 and registering 91.1 percent in the most recent survey.

*AAA Position: AAA supports legislative and/or regulatory provisions which mandate the use of safety belts and approved child restraint systems by all motor vehicle occupants including, but not limited to, enforcement of the safety belt use requirements as a primary rather than a secondary offense.*

*AAA also recognizes that compliance with all occupant protection laws requires continuing enforcement and public support. Also essential are information programs that increase public understanding of the correct use and installation of child safety seats, booster seats, and safety belts.*



**Q: Safety experts estimate that in 2009 almost 13,000 lives were saved because of seat belt use and that almost 4,000 more lives could have been saved if seat belts had been worn. Do you support allowing police to pull over and ticket drivers for failing to wear a seat belt?**



**73% Total Support**

**26% Total Oppose**

### **Seniors**

In the past 10 years, drivers aged 66 and older were the fourth-largest group of motorists cited in fatalities in which the victims were not using seat belts.

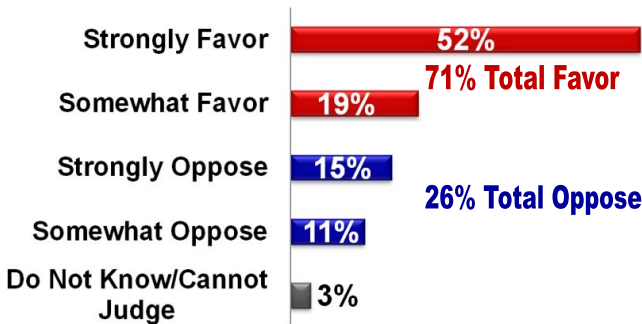
In 2011, traffic accidents claimed the lives of 135 Virginians aged 65 and older – 13.4 percent of the state's total of 1,007 fatalities. That compares to the national rate of 17 percent for the same year.

*AAA Position: AAA opposes the use of chronological age alone as the sole criterion of appraising driver competence, or as a determining factor in the selection of drivers for re-examination. However, AAA urges continuing studies to develop driver examination licensing standards that will effectively and efficiently select those persons qualified to drive. AAA supports the development and use of easy-to-administer risk assessment screening tests that correlate with driving behavior to help determine when drivers are not able to operate a motor vehicle safely.*





**Q: Currently in Virginia, drivers at the age of 80 or older must renew their driver's licenses in person rather than online and they must pass a vision test, and like all Virginians, their license is renewed for eight years. Do you favor or oppose a proposal that would lower the age requirement for renewing in-person and passing a vision test from 80 to 75, and would shorten the renewal period for these drivers from eight years to five years?**



### **Teens**

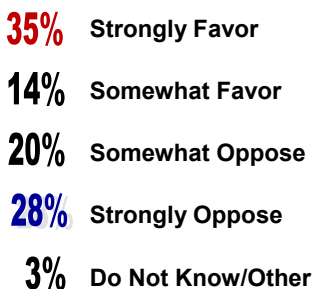
Currently, Virginia's Graduated Driver's License law allows drivers under age 18 to drive until midnight. When polled about the possibility of moving up the curfew to 10 p.m., overall opinion was divided. Those favoring the change added up to 49 percent; opposing, 48 percent. Of those in support of the change, 35 percent strongly favored the earlier curfew, while 28 percent strongly opposed.

*AAA Position: Research has demonstrated that graduated licensing programs for novice drivers enhance traffic safety. Because of their extraordinarily high crash rates, particular emphasis should be placed on young novice drivers. When states grant unrestricted driving privileges before young novice drivers have adequately developed safe driving skills, values and attitudes, highway safety is jeopardized and the impacts upon inexperienced younger drivers are often disproportionate and deadly. Graduated licensing programs should make provisions for*



*establishing relevant and timely restrictions on driving, particularly on nighttime driving during early stages of licensure.*

**Q: Experts predict that if teens were only allowed to drive until 10:00 p.m., teen crashes resulting in fatalities in Virginia would drop by 5%. Currently, Virginia's Graduated Driver's License law allows drivers under 18 to drive until midnight. Do you favor or oppose changing Virginia's teen night driving restrictions to 10:00 p.m.?**



## **Changing Texting Behavior: New Law Is Working**

As of July 1, 2013, texting while driving is a primary offense in Virginia. Passage of the new law is an excellent step in curbing distracted driving. Challenges, however, remain for officials as texting is often difficult to discern it from dialing or other cell-phone use.

Survey results show that 73 percent of those polled said they have never texted while driving, an increase of 12 percent over the 2011 poll. Another 17 percent say they have stopped texting while driving since July 1. Only 9 percent acknowledged that they have texted while driving.



## **Hands-Free Is Not the Answer**

Hands-free devices are designed for drivers to talk, text and send e-mail in a manner that is believed to be less likely to distract while driving. A new study conducted at the University of Utah and commissioned by the AAA Foundation for Traffic Safety indicates otherwise.

“Our research shows that hands-free is not risk-free,” said University of Utah researcher, Dr. David Strayer, lead author of the study released in June 2013 focusing on the cognitive impacts of distracted driving. “Speech-based technologies can overload a driver’s attention and impair their ability to drive safely. An unintended consequence of trying to make driving safer may actually make them ... less safe.”

In an age of exploding technological advances, legislative vigilance is critical. Not only does texting while driving continue to be a serious problem, but the potential for additional distractions looms for the future as the proliferation of speech-to-text technology (i.e. infotainment systems) in vehicles shows no signs of abating.

***AAA Position: AAA supports a comprehensive approach to addressing distracted driving and believes any legislative or administrative proposal to address distracted driving should be based on sound research and/or fundamental safety principles and include a significant education effort.***

***Research has shown that many voice-driven functions produce unacceptably high cognitive distraction when used by drivers. Automakers and aftermarket manufacturers should not make functions available for use when the vehicle is in motion if usage places a significant cognitive demand on a driver unless the activity is essential to safe operation of the vehicle.***



**Q: Since the texting while driving law became effective July 1, which most closely reflects your behavior?**



## **Transportation Funding**

### **A Steady Focus on Infrastructure**

Given the enormous infusion of transportation funds, \$3.5 billion in additional funding over five years, we asked Virginians how the money should best be spent. A solid plurality of 40 percent said maintenance of existing roads and tunnels was the top priority. Expanding mass transit (23 percent) and addressing congestion, building additional roads and adding road capacity (21 percent) were closely matched as the second most important issues. Improving safety on the roads was important to 11 percent.

Whether traveling on toll roads, multi-lane highways, or two-lane streets, Virginia drivers deserve legislation geared toward construction and maintenance of safe, accessible roadways throughout the state.

Virginians' message to their elected officials and transportation personnel could not have been clearer. An overwhelming 95 percent said the Virginia Department of Transportation (VDOT) should rank projects in order of importance based on measurable findings with the results posted for the general public and transportation stakeholders to review.

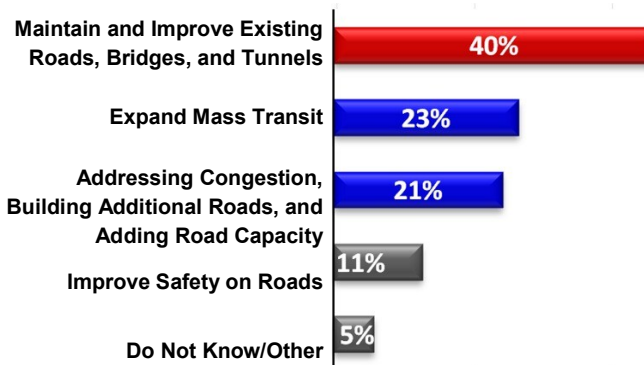


How bad are roadways in Virginia? Nearly two-thirds (65%) said at the very least a moderate degree of repair is needed. Only eight percent felt roadways are OK as they are. The Tidewater and Southwest regions of the state voiced the greatest need for repairs. Northern Virginia was the lone zone to not rank highway maintenance as No. 1, placing traffic-congestion relief and mass transit atop the list.

Viewpoints on toll roads were evenly divided. Aversion to paying tolls was highest in the three most populous regions: North, Central and Tidewater. An additional 19 percent said they use toll roads and have no issue with paying tolls.

*AAA Position: AAA will continue to seek an adequately funded transportation system that returns surface transportation programs to a pay-as-you-go, user-fee funded model. A user-financed transportation program is important not only to the nation's deficit reduction efforts, but to ensure increased safety, improve mobility and grow the economy over the long term.*

**Q: When it comes to funding transportation, which of the following do you think should be the top priority?**

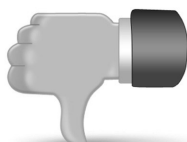




**Q: Do you agree or disagree with the following statement:  
“The Virginia Department of Transportation, (VDOT),  
should rank transportation projects in order of  
importance based upon key measurable criteria such as  
congestion relief, condition of bridges and roadways, etc.,  
and post these findings for the public and transportation  
stakeholders to review?**

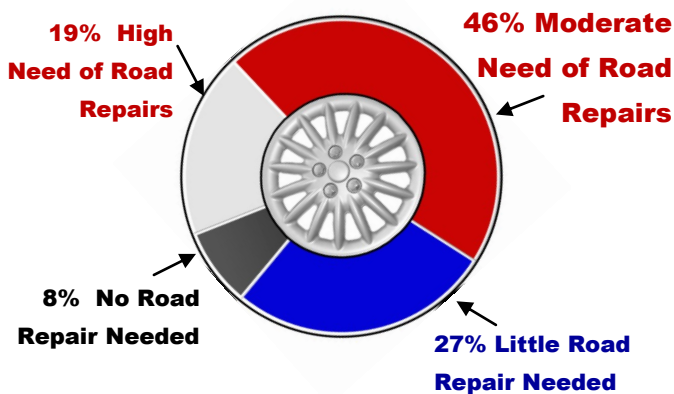


**95% Total Agree**



**3% Total Disagree**

**Q: How much in need of repair are the roads in your  
area?**

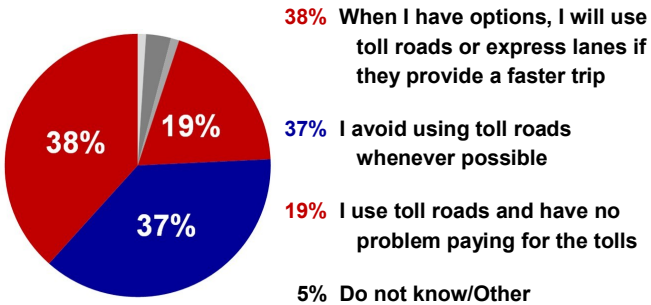




**Q: In the past 12 months, have you needed to have your car repaired due to damage caused by poor road conditions, such as potholes?**



**Q: Which of the following best expresses your opinion about toll roads?**





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