

**From:** [Quality Hardware Accounting](#)  
**To:** [Transportation Commission](#)  
**Subject:** Item 4, 11/5/25  
**Date:** Wednesday, November 5, 2025 2:59:06 PM

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**To:** Transportation Commission

**From:** Shawna Novotny, 3<sup>rd</sup> generation at Quality Hardware

**Re:** Legistar 90700, Item 4, 11/5/25

**Date:** November 5, 2024

I am writing to you as the 3<sup>rd</sup> generation at Quality Hardware. My 2 brothers and I spent our childhood helping out at the hardware store on the weekends and after school. Since graduating, we have been committed to the family business our grandparents started in 1971. This is our livelihood. This is our future. This is all we have ever known. My children even hope to someday work at the hardware store - like their mother, uncles, grandparents, their great-grandparents. We have been grateful to be a part of the Madison community for over 50 years, and the existing BRT plans propose a critical challenge.

Without convenient parking, our loyal customers will find it difficult to visit us, putting the survival of our family business in jeopardy. 60% of our business is generated from commercial house accounts and maintenance companies. The parking spaces out front allow customers to load up 30 bags that weigh 50lbs each, or 2 complete toilets, etc. Parking near the front of the store is essential not only for maintenance customers but also for our elderly and handicapped customers.

Thanks for considering revisions to the current plan with an open mind.

Shawna Novotny

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**Shawna (Novotny) Kovacs**

*Treasurer*

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