

SAN FRANCISCO PLANNING DEPARTMENT

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Planning Commission Motion No. 18059

HEARING DATE: MARCH 25, 2010

Date: March 18, 2010 Case No.: **2009.0845** C

Project Address: 2535A TARAVAL STREET

Zoning: NC-2 (Neighborhood Commercial, Small-Scale)

40-X Height and Bulk District

Block/Lot: 2390/043

Project Sponsor: Huei-Jiuan ("Vicky") Lan

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ADOPTING FINDINGS RELATING TO THE APPROVAL OF A CONDITIONAL USE AUTHORIZATION PURSUANT TO SECTION 303 OF THE PLANNING CODE TO MODIFY THE HOURS OF OPERATION FOR THE EXISTING MASSAGE ESTABLISHMENT (DBA NATURAL HEALTH CENTER) SPECIFIED IN THE CONDITIONS OF APPROVAL ASSOICATED WITH MOTION NO. 17154, CASE NO. 2005.0861C, FOR THE PROPERTY AT 2535A TARAVAL STREET, LOCATED WITHIN THE NC-2 (NEIGHBORHOOD COMMERCIAL, SMALL-SCALE) DISTRICT, TARAVAL STREET RESTAURANT AND FAST FOOD SUBDISTRICT, AND A 40-X HEIGHT AND BULK DISTRICT.

PREAMBLE

On September 4, 2009, Huei-Jiuan ("Vicky") Lan (Project Sponsor) filed an application (hereinafter "Application") with the Department for Conditional Use Authorization under Planning Code Section 303, to modify the hours of operation for the existing massage establishment (dba Natural Health Center) specified in the Conditions of Approval for Motion No. 17154 (Case No. 2005.0861C), associated with the property at 2535A Taraval Street, within the NC-2 (Neighborhood Commercial, Small-Scale) Zoning District, Taraval Street Restaurant and Fast Food Subdistrict, and 40-X Height and Bulk District.

On March 25, 2010, the Planning Commission (hereinafter "Commission") conducted a duly noticed public hearing at a regularly scheduled meeting on Application No. 2009.0845C.

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The Project is exempt from the California Environmental Quality Act ("CEQA") as a Class 1 (Existing Facilities) categorical exemption. The Commission has reviewed and concurs with said determination.

The Commission has heard and considered the testimony presented to it at the public hearing and has further considered written materials and oral testimony presented on behalf of the Project Sponsor, Department staff, and other interested parties.

MOVED, that the Commission hereby authorizes the Conditional Use requested in Application No. 2009.0845C, subject to the conditions contained in "EXHIBIT A" of this Motion, based on the following findings:

FINDINGS

Having reviewed the materials identified in the preamble above, and having heard all testimony and arguments, this Commission finds, concludes, and determines as follows:

- 1. The above recitals are accurate and constitute findings of this Commission.
- 2. **Site Description and Present Use.** The Project is located on the south side of Taraval Street, between 35th and 36th Avenues, Block 2390, Lot 043, within the NC-2 (Neighborhood Commercial, Small-Scale) District with a 40-X Height and Bulk District.
 - The Property is developed with a three-story mixed-use building, built circa 1949, with one ground floor tenant space measuring approximately 680 square feet, a garage, and four dwelling-units. One of the four dwelling-units is located at the rear of the ground floor behind the commercial space but not accessed through the commercial space– and the remaining three dwelling-units are located on the upper floors. The existing ground floor massage establishment is the result of a Conditional Use Authorization from December 2005 (Case No. 2005.0861C; Motion No. 17154). That Conditional Use Authorization legalized the massage establishment that was operating without permits, but placed stringent restrictions on the business' hours of operation. The hours of operation were restricted in Conditional of Approval No. 11, from 9:00 a.m. to 6:00 p.m., Monday through Saturday. The business was required to be closed on Sunday.
- 3. Surrounding Properties and Neighborhood. The Project Site is located mid-block on Taraval Street between 35th and 36th Avenues, in the Parkside Neighborhood. The Subject Property is adjacent to a single-family dwelling to the west, and several multi-unit buildings to the east. Properties directly across the street include the Grace United Methodist Church, which includes the Little Star Preschool; the San Francisco Judo Institute; and several mixed-use buildings that contain ground floor businesses such as a Beauty Salon (Everlasting Beauty), Farmers Insurance, and dry cleaners. The Project site is located in an NC-2 District with a variety of neighborhood-serving uses. The surrounding residential properties on 35th and 36th Avenues (including the adjacent property at the corner of Taraval and 36th Avenue) are zoned RH-1 (Residential, House, One-Family).

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The Project Site is located in an NC-2 District, which is intended to serve as the City's Small-Scale Neighborhood Commercial District. These districts are linear shopping streets which provide convenience goods and services to the surrounding neighborhoods as well as limited comparison shopping goods for a wider market. The range of comparison goods and services offered is varied and often includes specialty retail stores, restaurants, and neighborhood-serving offices. NC-2 Districts are commonly located along both collector and arterial streets which have transit routes.

These districts range in size form two or three blocks, to many blocks, although the commercial development in longer districts may be interspersed with housing or other land uses. Buildings typically range in height from two to four stories with occasional one-story commercial buildings.

The small-scale district controls provide for mixed-use buildings which approximate or slightly exceed the standard development pattern. Rear yard requirements above the ground story and at residential levels preserve open space corridors of interior blocks.

Most new commercial development is permitted at the ground and second stories. Neighborhood-serving businesses are strongly encouraged. Eating and drinking and entertainment uses, however, are confined to the ground story. The second story may be used by some retail stores, personal services and medical, business and professional offices. Limits on late-night activity, drive-up facilities, and other automobile uses protect the livability within and around the district, and promote continuous retail frontage.

- 4. **Project Description.** The applicant proposes to change the hours of operation for the existing message establishment (dba Natural Health Center). The previously approved hours of operation are from 9:00 a.m. 6:00 p.m., Monday-Saturday. This Conditional Use seeks authorization to operate from 9:00 a.m.-9:00 p.m., Monday-Sunday. The proposal does not include any tenant improvements.
- 5. **Public Comment**. The Department has received no correspondence from members of the public regarding this Conditional Use request.

The Department has contacted the Department of Public Health (DPH) and the Police Department's Vice Crimes Division regarding this proposal. In November 2006, the Police Department received a complaint regarding prostitution at the site. No case was made. On December 21, 2006, a citation was issued by the Department of Public Health for the business employing an unlicensed practitioner and for operating after 6:00 p.m. Since 2006, there have not been any complaints or citations issued by either the DPH or Vice.

6. **Planning Code Compliance:** The Commission finds that the Project is consistent with the following relevant provisions of the Planning Code:

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A. **Massage Use.** Planning Code Sections 711.54 and 790.46 require Conditional Use Authorization to establish a massage establishment on the ground floor of a building in the NC-2 District.

The existing massage establishment (dba Natural Health Center) was legalized under Case No. 2005.0861C, Motion No. 17514.

B. **Hours of Operation.** Planning Code Sections 711.27 and 790.48 state that the general permitted hours of operation are from 6:00 a.m. to 2:00 a.m. in the NC-2 District. In addition to the standard hours of operation, Ordinance 140-09, approved on July 2, 2009, amended the Health Code to further limit the hours of operation for massage establishments from 7:00 a.m. to 10:00 p.m

The previously approved Motion (No. 17514) restricted the hours of operation from 9:00 a.m. through 6:00 p.m., Monday through Saturday, with no business hours permitted on Sundays. Although the hours of operation permitted under Ordinance 140-09 allow a massage establishment to operate until 10:00 p.m. daily, the Project Sponsor is specifically seeking an expansion to the previously approved hours of operation, to allow the business to operate from 9:00 a.m. to 9:00 p.m., Monday through Sunday. The Department is recommending approval of an increase to their current hours of operation – but not a full authorization of their request – to allow the operation of a massage establishment from 9:00 a.m. to 7:00 p.m., daily. In six months from the date of this Authorization, the Planning Commission may extend the hours of operation until 9:00 p.m., daily, after review of the business's compliance with these Conditions of Approval, along with input from the Department of Public Health and Police Department.

- C. **Signage**. Currently, there is not a proposed sign program on file with the Planning Department. All signage is subject to the review and approval of the Planning Department prior to its installation.
- 7. **Planning Code Section 303** establishes criteria for the Planning Commission to consider when reviewing applications for Conditional Use approval. On balance, the Project complies with said criteria in that:
 - A. The proposed new uses and building, at the size and intensity contemplated and at the proposed location, will provide a development that is necessary or desirable, and compatible with, the neighborhood or the community.

The Project is necessary and desirable in that it allows the existing massage establishment to operate in a more equitable manner compared with other massage establishments throughout the City. The proposed hours of operation remain more restrictive than those permitted under Ordinance 140-09.

B. The proposed project will not be detrimental to the health, safety, convenience or general welfare of persons residing or working in the vicinity. There are no features of the project that could be detrimental to the health, safety or convenience of those residing or working the area, in that:

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i. Nature of proposed site, including its size and shape, and the proposed size, shape and arrangement of structures;

The height, bulk, and fenestration of the existing building will remain unaltered. Condition of Approval No. 11 will require that all curtains along the street-facing windows remain open during business hours to help activate the street by creating visibility into the tenant space.

ii. The accessibility and traffic patterns for persons and vehicles, the type and volume of such traffic, and the adequacy of proposed off-street parking and loading;

The Planning Code does not require parking or loading for a massage establishment measuring approximately 680 square-feet of occupied floor area in an NC-2 District. The existing massage establishment has been operating legally for approximately four years without any substantial impact on traffic patterns or off-street parking accessibility. The proposed use is designed to meet the needs of the immediate neighborhood and should not generate significant amounts of vehicular trips from the immediate neighborhood or citywide.

iii. The safeguards afforded to prevent noxious or offensive emissions such as noise, glare, dust and odor;

The Project is a modification to the previously approved hours of operation; this operational change should not result in noxious or offensive emissions such as noise, glare, dust, or odor.

iv. Treatment given, as appropriate, to such aspects as landscaping, screening, open spaces, parking and loading areas, service areas, lighting and signs;

The extension of the existing hours of operation is not expected to create any substantial impact to the off-street parking, nor will there be a substantial impact to any landscaping, screening, open space, lighting or signage. The Department shall review all lighting and signs proposed for the new business in accordance with Condition of Approval No. 7 of Exhibit A.

C. That the use as proposed will comply with the applicable provisions of the Planning Code and will not adversely affect the General Plan.

The Project complies with all relevant requirements and standards of the Planning Code and is – on balance – consistent with the Objectives and Policies of the General Plan detailed below.

D. That the use as proposed would provide development that is in conformity with the purpose of the applicable Neighborhood Commercial District.

The Project is consistent with the stated purpose of NC-2 Districts in that the proposed hours of operation are within the permissible hours of operation for the NC-2 District, as well as the more restrictive hours of operation contained in the Ordinance 140-09, which specifically limit hours of operation for new massages uses.

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8. **Planning Code Section 790.60** establishes that the Planning Commission shall make findings in addition to those required under Planning Code Section 303 (c), based on the following criteria:

a. Whether the applicant has obtained, and maintains in good standing, a permit for a Massage Establishment from the Department of Public Health pursuant to Section 1908 of the San Francisco Health Code.

Criteria Met

The Applicant has an active massage permit, and has been in good standing over the past few years. On December 21, 2006, a citation was issued by the Department of Public Health for the business employing an unlicensed practitioner and for operating after 6:00 p.m. In March, 2010, the Department of Public Health cited the business for having an unlicensed practitioner on duty. Condition of Approval No.5 ensures that the Applicant maintains – in good standing – the Massage Establishment Permit with the Department of Public Health. Failure to do so may result in this Conditional Use Authorization being revoked by the Planning Commission.

- b. Whether the use's façade is transparent and open to the public. Permanent transparency and openness are preferable. Elements that lend openness and transparency to a façade include:
 - i. An active street frontage of at least 25 feet in length where 75% of that length is devoted to entrances to commercially used space or windows at the pedestrian eye-level.

Criteria Not Met:

The street frontage for this massage use measures approximately 11 feet, with approximately 9'-6" feet devoted to the tenant space entrance or windows at the pedestrian eye-level. Due to the narrow commercial frontage, it does not comply with this criterion which seeks to have an active street frontage of at least 25 feet in length.

ii. Windows that use clear, untinted glass, except for decorative or architectural accent.

Criteria Met:

The subject tenant space has clear, un-tinted glass along the entire frontage.

iii. Any decorative railings or decorative grille work other than wire mesh which is placed in front of or behind such windows should be at least 75 percent open to perpendicular view and no more than six feet in height above grade.

Criteria Not Met.

Although there are no decorative railings or grill work behind or in front of the windows, although transparency into the commercial space is hindered due to the use of curtains that are drawn across the door and windows. These curtains prevent transparency into the commercial tenant space. Condition of Approval No. 11 requires that all curtains

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must be open during business hours in order to ensure transparency into the tenant space from the street.

c. Whether the use includes pedestrian-oriented lighting. Well lit establishments where lighting is installed and maintained along all public rights-of-way adjacent to the building with the massage use during the post-sunset hours of the massage use are encouraged.

Criteria Not Met

In order to ensure pedestrian-oriented lighting, San Francisco recommends 1.2 foot candles per square foot of frontage, with the source of light installed no more than 12 feet above grade. The proposal does not include any pedestrian oriented lighting, and thus is not in compliance with this criterion.

d. Whether the use is reasonably oriented to facilitate public access. Barriers that make entrance to the use more difficult than to an average service-provider in the area are to be strongly discouraged. These include (but are not limited to) foyers equipped with double doors that can be opened only from the inside and security cameras.

Criteria Not Met

The front door to the Subject Commercial Space remains locked during business hours, with a buzzer at the front door, and a security camera within the waiting area; these features are inconsistent with the current massage controls. Condition of Approval No. 12 requires that the door must remain open during business hours, that the buzzer must be removed, and that the security camera be removed in order to approve this Conditional Use for increased hours of operation, as these changes will bring the establishment into greater compliance with the current regulations for massage establishments.

9. **General Plan Compliance.** The Project is, on balance, consistent with the following Objectives and Policies of the General Plan:

NEIGHBORHOOD COMMERCE

Objectives and Policies

OBJECTIVE 1:

MANAGE ECONOMIC GROWTH AND CHANGE TO ENSURE ENHANCEMENT OF THE TOTAL CITY LIVING AND WORKINIG ENVIRONMENT.

Policy 1.1:

Encourage development which provides substantial net benefits and minimizes undesirable consequences. Discourage development that has substantial undesirable consequences that cannot be mitigated.

Policy 1.2:

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Assure that all commercial and industrial uses meet minimum, reasonable performance standards.

Policy 1.3:

Locate commercial and industrial activities according to a generalized commercial and industrial land use plan.

The proposed use will provide additional operational hours and allow the business to operate on Sundays; this will provide greater employment opportunities for the existing masseuses. The Project will provide net benefits to the community because the proposed use will allow the existing business to operate in a manner consistent with other massage establishments throughout the NC-2 District. The conditions of approval will ensure that the massage establishment will operate with improved performance standards.

OBJECTIVE 2:

MAINTAIN AND ENHANCE A SOUND AND DIVERSE ECONOMIC BASE AND FISCAL STRUCTURE FOR THE CITY.

Policy 2.1:

Seek to retain existing commercial and industrial activity and to attract new such activity to the City.

Policy 2.3:

Maintain a favorable social and cultural climate in the City in order to enhance its attractiveness as a firm location.

The Project will retain the existing commercial tenant space and will enhance the operations of the existing massage establishment.

OBJECTIVE 3

PROVIDE EXPANDED EMPLOYMENT OPPORTUNITIES FOR CITY RESIDENTS PARTICULARLY THE UNEMPLOYED AND ECONOMICALLY DISADVANTAGED.

Policy 3.1:

Promote the attraction, retention and expansion of commercial and industrial firms which provide employment opportunities for unskilled and semi-skilled workers.

Policy 3.2:

Promote measures designed to increase the number of San Francisco jobs held by San Francisco residents.

The Project represents an expansion of a commercial establishment, which currently operates on the site. The increased hours and days of operation will service residents of the Parkside Neighborhood and patrons of the Taraval Street NC-2 District. The Natural Health Center is a small, independently-owned business; the expansion of their hours of operation will not displace any commercial or industrial firms. The Project will provide enhanced employment opportunities.

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OBJECTIVE 6:

MAINTAIN AND STRENGTHEN VIABLE NEIGHBORHOOD COMMERCIAL AREAS EASILY ACCESSIBLE TO CITY RESIDENTS.

Policy 6.2:

Promote economically vital neighborhood commercial districts which foster small business enterprises and entrepreneurship and which are responsive to the economic and technological innovation in the marketplace and society.

An independent entrepreneur is sponsoring the Project. The proposed use is a neighborhood serving use. This is not a Formula Retail use.

- 10. **Planning Code Section 101.1(b)** establishes eight priority-planning policies and requires review of permits for consistency with said policies. On balance, the project does comply with said policies in that:
 - A. That existing neighborhood-serving retail uses be preserved and enhanced and future opportunities for resident employment in and ownership of such businesses be enhanced.

The Project will not displace any neighborhood-serving retail use as the Project Sponsor currently operates the existing commercial space. The proposed massage establishment is an independently-owned small business, and the increased hours of operation provides additional revenue opportunities.

B. That existing housing and neighborhood character be conserved and protected in order to preserve the cultural and economic diversity of our neighborhoods.

The existing housing within the mixed-use building will be conserved and protected. The existing tenant space will not be expanded; the Project proposes to increase their permissible hours of operation. Furthermore, the neighborhood character will be improved by Conditions of Approval No. 11 and 12, which require removal of the security camera and front door buzzer, and require that the curtains remain open during business hours.

C. That the City's supply of affordable housing be preserved and enhanced,

The Project will not affect the supply of affordable housing in the City. No housing will be removed as part of this Conditional Use request to change the permissible hours of operation.

D. That commuter traffic not impede MUNI transit service or overburden our streets or neighborhood parking.

The minor increase to hours of operation, and the increase of business hours on Sundays are not expected to adversely impact MUNI transit service, overburden the streets, or adversely impact neighborhood parking.

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E. That a diverse economic base be maintained by protecting our industrial and service sectors from displacement due to commercial office development, and that future opportunities for resident employment and ownership in these sectors be enhanced.

The Project will not displace or adversely affect any service- sector or industrial establishment, or any related employment opportunities.

F. That the City achieve the greatest possible preparedness to protect against injury and loss of life in an earthquake.

There are no tenant improvements associated with this Project; the scope of work is to increase the permissible hours of operation. As such, this Project will not impact the structure's ability to withstand an earthquake.

G. That landmarks and historic buildings be preserved.

There are no exterior modifications proposed as part of this Project, and there are no landmarks or historic buildings located on the Subject Property.

H. That our parks and open space and their access to sunlight and vistas be protected from development.

The Project will have no negative impact on existing parks or open spaces, as it is a minor increase to the permissible hours of operation for the existing massage establishment.

- 11. The Project is consistent with and would promote the general and specific purposes of the Code provided under Section 101.1(b) in that, as designed, the Project would contribute to the character and stability of the neighborhood and would constitute a beneficial development.
- 12. The Commission hereby finds that approval of the Conditional Use Authorization would promote the health, safety and welfare of the City.

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DECISION

That based upon the Record, the submissions by the Applicant, the staff of the Department and other interested parties, the oral testimony presented to this Commission at the public hearings, and all other written materials submitted by all parties, the Commission hereby **APPROVES Conditional Use Application No. 2009.0845C** subject to the following conditions attached hereto as "EXHIBIT A" in general conformance with plans filed with the Application as received on September 4, 2009, and stamped "EXHIBIT B", which is incorporated herein by reference as though fully set forth.

APPEAL AND EFFECTIVE DATE OF MOTION: Any aggrieved person may appeal this Conditional Use Authorization to the Board of Supervisors within thirty (30) days after the date of this Motion No. 18059. The effective date of this Motion shall be the date of this Motion if not appealed (After the 30-day period has expired) OR the date of the decision of the Board of Supervisors if appealed to the Board of Supervisors. For further information, please contact the Board of Supervisors at (415) 554-5184, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

I hereby certify that the Planning Commission ADOPTED the foregoing Motion on March 25, 2010.

Linda D. Avery Commission Secretary

AYES: Commissioners Antonini, Borden, Lee, Moore, Olague, Sugaya

NAYS: Commissioner Miguel

ABSENT:

ADOPTED: March 25, 2010

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Exhibit A Conditions of Approval

- 1. This authorization is for a Conditional Use Authorization under Planning Code Section 303 to allow the modification of previously approved hours of operation limited under Motion No. 17154, Case No. 2005.0861C for the existing massage use (dba Natural Health Center) at 2535A Taraval Street within the NC-2 (Neighborhood Commercial, Small-Scale) District, Taraval Street Restaurant and Fast-Food Subdistrict, and 40-X Height and Bulk District, in general conformance with plans filed with the Application as received on September 4, 2009, and stamped "EXHIBIT B" included in the docket for Case No. 2009.0845C, reviewed and approved by the Commission on March 25, 2010.
- 2. Prior to the issuance of any Building Permit for the Project or the approval of any Health Department Referral, the Zoning Administrator shall approve and order the recordation of a notice in the Official Records of the Recorder of the City and County of San Francisco for the premises (Assessor's 2390, Lot 043), which notice shall state that a change to the hours of operation for the existing massage establishment has been authorized by and is subject to the conditions of this Motion. From time to time after the recordation of such notice, at the request of the Project Sponsor, the Zoning Administrator shall affirm in writing the extent to which the conditions of this Motion have been satisfied.
- 3. This Project requires monitoring of the conditions of approval of this Motion. The Project Sponsor shall pay fees as established under Planning Code Section 351(e)(1) (\$1,080) and work with the Planning Department to ensure compliance. This fee must be paid following the approval of this Motion and prior to the approval of any Department of Public Health Permit. This Motion is not valid until this monitoring fee has been paid to the Planning Department.
- 4. Violation of the conditions contained in this Motion or of any other provisions of the Planning Code may be subject to abatement procedures and fines up to \$250 a day in accordance with Planning Code Section 176.
- 5. The Planning Commission may revoke this Conditional Use Authorization if the Department of Public Health revokes the health permit for massage.
- 6. The authorization and right vested by virtue of this action shall be deemed void and canceled if, within 3 years of the date of this Motion, a site permit, building permit or health referral for the Project has not been secured by Project Sponsor. This Authorization may be extended at the discretion of the Zoning Administrator only if the failure to issue a permit by the Department of Building Inspection or Department of Public Health is delayed by a city, state, or federal agency or by appeal of the issuance of such permit.

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7. All signage and exterior lighting for the business shall be reviewed and approved by the Planning Department before any new installations or modifications are made to the existing signage or lighting. The existing entrance lighting must remain on from dusk until the business is closed.

- 8. No door shall be permitted between the garage and the business use. No door shall be permitted between the business space and any residential use, common area, hall or corridor connecting to a residential use. If the Building Code requires such a door for emergency egress purposes, such door shall be labeled "for emergency use only" and shall have an audible alarm that will go off when the door is opened.
- 9. The entry to the massage establishment shall be directly visible from the public right-of-way and not through a corridor shared with adjacent tenants or any vestibule area with two sets of doors. The entrance shall be a single set of doors that open directly into the massage establishment with no other intervening doors. If any additional doors are required under the Building Code for emergency egress purposes, such door shall be labeled "for emergency use only" and shall have an audible alarm that will go off when the door is opened.
- 10. No locks shall be allowed on any interior door of the business except that a lock for privacy may be permitted on the bathroom door.
- 11. The Project Sponsor shall maintain an attractive storefront, providing visibility of the massage use interior through the storefront windows. No tinting or reflective coating is permitted on any glazing visible from the public right-of-way. Any blinds or curtains located behind the storefront windows must be kept open during business hours to allow for visibility into the tenant space from the street. No obstructions shall be located in front of any of the storefront windows.
- 12. The front door to the business must be open during business hours. The use of a buzzer and security camera system is not permitted. All existing buzzers or security cameras must be removed prior to the use of any extended hours of operation authorized under this Motion.
- 13. The hours of operation shall be limited from 9:00 a.m. through 7:00 p.m., Monday through Sunday. Six months from the date of this authorization, the Planning Commission may extend the hours of operation to allow a closing time of 9:00 p.m., daily, after verification that no citations have been issued by the Department of Public Health or Police Department, and that there is full compliance with all conditions of approval of this Motion.
- 14. All persons engaged in performing massage shall be licensed for that purpose by the State of California and the licenses shall be prominently displayed on walls of the business.
- 15. These Conditions of Approval shall supersede the Conditions of Approval associated with Motion No. 17154, Case No. 2005.0861C.
- 16. The business's website (<u>www.enjoythespa.com</u>) must be changed to reflect the permitted hours of operation; or, the business must remove their website from the internet.