



National Civil Rights Museum

Facility Assessment Report

SBC Project No. 529/000-16-1998

September 11, 2017



GENERAL OVERVIEW

The National Civil Rights Museum (NCRM) is located at 415 Mulberry Street in Memphis, Tennessee. This document serves as a summary of the facility assessment report of the buildings and grounds owned by the State of Tennessee and leased to the National Civil Rights Museum. This current assessment was conducted by Marcos Makohon (STREAM), Jeff Jones (STREAM), Antonio Smith (Director of Operations) and Mark Massongill (Facilities Manager), were present during a visit on June 16, 2017.

The Museum includes the original Lorraine Motel, Lorraine Hotel, and the museum's expansion building located on Mulberry Street. In 1991, the NCRM was inaugurated inside the hotel and motel structures. The Museum has undergone two phases of expansion and upgrade that culminated in the re-opening of the museum on April 5, 2014. The upgrade and renovation completed the public areas and exhibits associated with the Civil Rights Movement.

The National Civil Rights Museum continues to be well attended by visitors from all over the world. The Museum consists of numerous displays and information kiosks representing the history of the Civil Rights Movement. The outdoor area leading to the front entrance has been equipped with features and interactive communication kiosks.

Exterior Façade and Plaza

The exterior of the Museum is well maintained with some deterioration present at the truck dock due to use and overall access by large trucks. The lack of a truck dock results in damage to the soffit (Photograph 1) due the slope of the actual drive and the proximity of the top of the trucks to the buildings surfaces. Additional deterioration is present on the brick joints on the side walls of the truck dock (Photograph 2) and a brick/wall joint remains open (Photograph 3) allowing for insects and debris to be collected.

Brick joint deterioration was observed on the east wall of the Museum requiring some attention (Photograph 4) to mitigate any water intrusion and further deterioration.

Large areas of sidewalk have been improved and maintain their presence and serve as access to the complex (Photograph 5) without creating tripping hazards.

Public parking areas serving the Museum are showing early signs of deterioration (Photograph 6) that require attention to avoid further deterioration or eventual pavement failure.

The plaza continues to be of concern since it is the walking surface for all visitors to the Museum. A specific area shows evidence of substrate failure (Photograph 7), creating an uneven surface for visitors. The remaining walkway have areas where the bricks are uneven and will require attention in the future.

The outdoor area in front of the Lorraine Motel defined by the masonry wall and rail require access for maintenance and housekeeping. The current ramp (Photograph 8) should be replaced with a more durable material and design to accommodate maintenance equipment.

Public/Exhibit Spaces

All public and exhibit areas have remained unchanged since the reopening in April 2014 and show areas of premature wear as a result of the constant visitor traffic and the lack of some surface protection measures. Interior finishes, especially corners, continue to be damaged (Photograph 9) along with panels at the front entrance (Photograph 10).

Displays continue to be improved to provide a better experience and safeguard the public. Floor guards (Photograph 11) have been installed to prevent accidental contact with displays and statues located in walkways. Physical displays incorporating vehicles and bridges enhance the visitor's experience, along with many interactive displays and research stations. Displays include life sized figures that attract visitors photograph opportunities compounding the maintenance and damage concerns

The Lobby Gift Shop continues to be an attraction as well as a revenue generator for the Museum. Discolored floor carpet tiles (Photograph 12) indicate leaks or spillages issues that have been ongoing since the reopening. Replacement of selected tiles will attract attention due to the color difference. A plan was discussed to replace tile with LVT flooring which will mitigate potential mold issues, the color difference, and has high endurance.

The event center continues to be an extremely popular venue for programs and presentations requiring upkeep and maintenance (Photograph 13). The use of the facility also necessitates better protection of the catering kitchen doors from food carts passing through and requires considerable maintenance to maintain the space in rentable condition..

The Museum has incorporated an educational sector in the previous Lorraine Hotel students and visitors have an opportunity to learn and participate in presentations as part of the school curriculum. The Educational Center has several "classroom" spaces along with a resource library (Photograph 15).

Staff/Support Spaces

Staff spaces include the staff entrance, lockers, and restrooms, while the support spaces include two equipment basements, outdoor equipment area and truck dock serving the museum and public space/functions. A rear stair continues to be operational and unsightly (Photograph 14), however no further deterioration has been observed from the last observation report.

The staff entrance was recently upgraded with painting of the masonry surfaces along with the improvement of the exterior EIFS system (Photograph 16). The basement stairwell is operational and unsightly with loose and missing tiles (Photograph 17).

Future Consideration

The current membrane roof protecting the main museum building will have to be replaced in the next few years. Although modified through several renovations and additions, the majority of the roof is now approaching 15 years old.

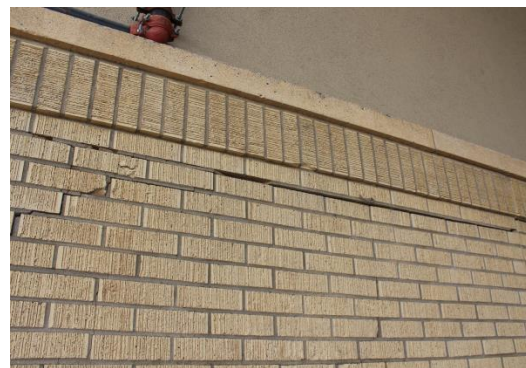
The plaza will require a complete removal and reinstallation of the brick pavers in order to provide a safe walking surface and to repair some substrate problems.

The current boiler, installed in 2004, is required for heating and critical humidification. The expected life cycle for a boiler is twenty years.

Photographs



Photograph 1 –
Truck Dock Condition with
damage to exterior finish



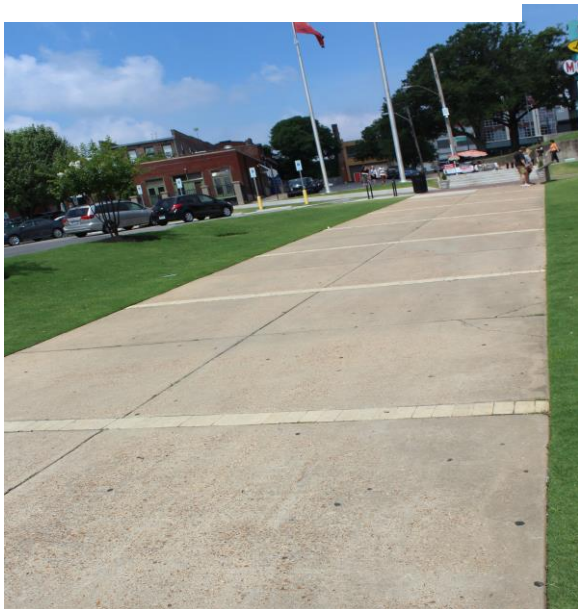
Photograph 2 –
Brick Joint Deterioration at Truck
Dock



Photograph 3 –
Closure at masonry wall



Photograph 4 –
Brick/Mortar deterioration



Photograph 5 –
Sidewalk improvement



Photograph 6 –
Parking lot pavement



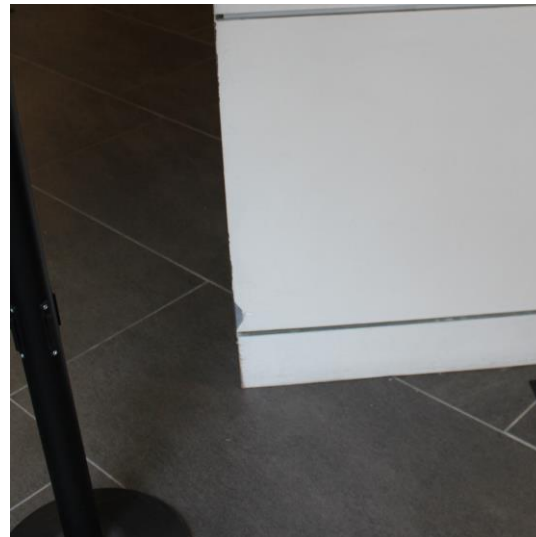
Photograph 7 –
Brick paver deterioration



Photograph 8 –
Ramp at guard rail



Photograph 9 –
Finish damage



Photograph 10 –
Finish damaged



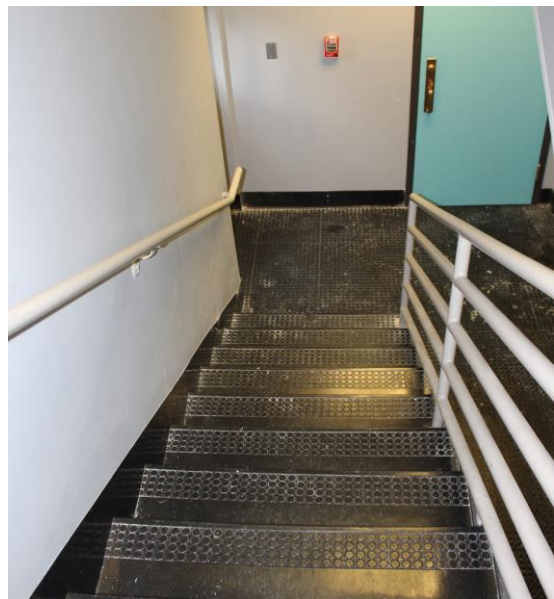
Photograph 11 –
Display guards



Photograph 12 –
Gift Shop carpet discoloration



Photograph 13 –
Public venue



Photograph 14 –
Rear service stair



Photograph 15 –
Classroom/Educational space



Photograph 16 –
Staff entrance



Photograph 17 –
Basement Stairs