



National Civil Rights Museum

Facility Assessment Report

SBC Project No. 529/000-16-1998

December 1, 2015



GENERAL OVERVIEW

The National Civil Rights Museum (NCRM) is located at 415 Mulberry Street in Memphis, Tennessee. This document serves as a 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 (PB as agent for the State), and Ms. Tracy Lauritzen Wright (Director of Museum Partnerships & Compliance), along with Antonio Smith (Director of Operations) and Mark Massongill (Facilities Manager), were present during a visit on August 14, 2015.

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. In 2002, an expansion to the museum display area along with supporting facilities for storage, administrative offices and employee amenities were opened to the public.

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.

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 a to value engineering exercise during the pre-construction period which resulted in the elimination of impact resistant finishes. Column covers adjacent to the entrance admission's counter (Photograph 1), along with exterior corners of exhibit space require constant maintenance to maintain the desired finish.

The event center continues to be a popular venue for programs and requires upkeep and maintenance. The original floor covering was replaced with carpet squares better suited for this use (Photograph 2). The use of the facility also necessitates better protection of the catering kitchen doors from food carts passing through (Photograph 3).

Physical displays incorporating vehicles and bridges enhance the visitor's experience, along with many interactive displays and research stations. Specialized lighting and sound system accentuate the experience and emotions of the events displayed. The main and central theater commences the tour and provides an overview of the Museum and the Civil Rights Movement

The Museum has incorporated an educational sector in the previous Loraine Hotel where school students 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. Due to its constant use, some areas are showing signs of disrepair requiring attention to safeguarding wall surfaces (Photograph 4).

Public areas show usage patterns where ongoing maintenance will be required to maintain the proper level of finish and presentation for the Museum. The main lobby stair presents a unique situation where the initial non-slip finish, required by local codes, shows significant signs of traffic patterns while customary housekeeping services cannot maintain the stair’s original appearance (Photograph 5).

The Lobby Gift Shop (Photograph 6) continues to be an attraction as well as a revenue generator for the Museum. Discolored ceiling tiles (Photograph 7) indicate roof leak issues that have been ongoing since the reopening. The previous 2014 assessment indicates issues with flashing and the actual roof drain during events of heavy rain.

Restrooms associated with the display area will require finishes updating and improvement since they show signs of wear due to public use as noted on the previous assessment (Photograph 11).

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.

The staff entrance was recently upgraded with painting of the masonry surfaces along with the improvement of the exterior EIFS system.

The basement area was improved with additional ventilation, mitigation of mold, and installation of hard finishes (Photographs 8). The basement/equipment room was repaired and remains dry and operational with numerous pieces of ventilation equipment critical to the Museum’s operations (Photograph 9).

The stair, in the educational wing, reported in previous assessments has not been addressed and shows areas of disrepair (Photograph 10).

Exterior Façade and Plaza

The exterior of the Lorraine Motel maintains its original presence and has restricted access for visitors since the reopening in 2014. Currently the balcony soffit shows signs of paint

deterioration and will require remedial work to maintain the appearance of the Museum while mitigating any further deterioration (Photograph 12).

There is evidence of water migration at an intersection of the roof and a masonry wall (Photograph 13). The evidence of discoloration in the masonry joints should be investigated and mitigated by additional flashing or other suggested methods. Remedial work will avoid future serious issues and major repairs.

The staff entry, although improved, will require some detailed attention to finishes on metal and masonry surfaces. An adjacent area, housing mechanical equipment, subjects this entrance area to humidity and surface water compounding and accelerating the deterioration of finishes. This is evident by the deterioration of the railing that requires refinishing (Photograph 14).

The exterior EIFS museum walls have been refinished and have been repaired which will avoid further problems with exterior wall failures as reported in the 2014 Assessment Report (Photograph 15).

The plaza continues to be of concern since it is the walking surface for all visitors to the Museum. The brick paver system has undergone several repairs and replacements when the information kiosks were installed; however the majority of the paver units show evidence of disrepair presenting tripping hazards and uneven surfaces. A specific area shows evidence of substrate failure (Photograph 16), while a transition between the brick pavers and concrete walk present a significant issue for visitors with mobility issues (Photograph 17). The interface of dissimilar materials presents a challenge for expansion and joint treatment. The transition between the Mulberry Street curb and brick pavers continues to present challenges and tripping hazards for visitors from the parking area and the street. The interface of materials, compounded by the deterioration of the curb creates a hazardous situation for visitors (Photograph 18). The bullet trajectory indicator monument, previously a brick pattern, has been replaced with a more permanent granite material (Photograph 19).

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 parking configuration and site access layout does not appear to address ADA requirements. Such accessibility requirements need to be addressed.

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 –
Damage to Column at Visitor
Entry



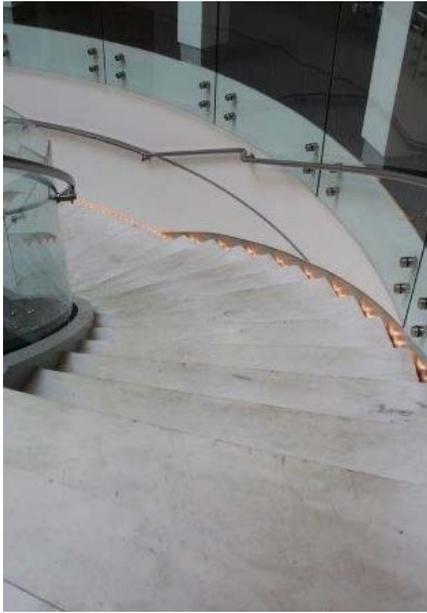
Photograph 2 –
Upgrades to interior of the event
space



Photograph 3 –
Damage to door finish at catering
kitchen



Photograph 4 –
Damage to wall at education
center



Photograph 5 –
Non-slip finish retention of dirt



Photograph 6 –
Gift Shop



Photograph 7 –
Damaged ceiling tile at Gift
Shop



Photograph 8 –
Ventilation unit at basement area



Photograph 9 –
Mechanical room improvements



Photograph 10 –
Staff stair condition



Photograph 11 –
Public restroom condition in need of
upgrade



Photograph 12 –
Exterior soffit paint deterioration



Photograph 13 –
Masonry deterioration due to
suspected water intrusion



Photograph 14 –
Railing coating deterioration



Photograph 15 –
Exterior finish improvements



Photograph 16 –
Brick paver plaza deterioration



Photograph 17 –
Walk intersection deterioration



Photograph 18 –
Curb and brick paver walk interface
deterioration



Photograph 19 –
Monument material modification
(Bullet Trajectory)