City of Syracuse Parks and Recreation

Interview Date: 2023

Syracuse, NY is the fifth most populous city in the state of New York. It is in Central New York sited on the former lands of the Onondaga Nation. The city grew on the back of its salt and chemical industries, and later as a center of manufacturing and engineering. Although its industries have dwindled, the city has remained the economic and educational hub of Central New York, a region with over a million inhabitants; the population of the city, though, has been in decline since peaking in the 1950s. Syracuse has been a poor, struggling city for decades but has been recently succeeding in attracting increased investments and creating jobs.

Southwest Community Center Pool

With 2 indoor pools and 8 outdoor pools open 10 weeks of the year, Julie explained that the community depends on the pools not only to keep cool in summer but as a vital activity /exercise component.

"It is one of the city's primary priorities to keep the pools open for the community!"

During the pandemic, it became challenging to keep the pools open and operational. After the initial mandated shutdown, it was impossible to get chlorine and when you could find it, it was up to three times more expensive.

"Our annual budget for chlorine in 2019 was $75,000 per annum. In 2021, our chlorine cost was $220,000 . Our price on bulk chlorine went from $1.05 to $3.70 per gallon. But we couldn't even get our usual bulk chlorine deliveries. We had to load the chlorine from 5lb buckets 5 – 6 times in a 10 week period. We never want to deal with that again." Tyler Montressor

Julie had attended the Parks & Rec Summit in 2019 and had met with Timothy. She had been interested in converting to Salt Pure® upon her return and the problems experienced during 2020 tipped the scales.

It had clearly become financially advantageous to convert to Salt Pure® and in August of 2021, they started the conversation with TMI.

"We chose to convert over to Salt Pure® with TMI because you had 25 years of commercial experience working with larger pools. We didn't want to put it in the hands of a local company who would be more versed in working with residential type pools". Julie LaFave, Commissioner

Tyler explained that once the decision was made to convert the pools, he had expected to receive a blueprint and be left on his own to figure out the installation and operations.

"TMI more than exceeded my expectations. You guys were calling me and asking me the questions that I needed to be asking to prepare for installation and operation. Sending Ed, your field tech, to plan and assist with the first installation, really made the process so much easier for us. Now we know exactly what to expect with each further installation. Your team is incredibly responsive for this type of company. You come to me with questions before I can ask them!

It has been a learning curve but we now have a more precise control which I like because we are now more on top of things than ever before and the pools are more stable. Sometimes in the past, when the chlorine was too high, we would get the occasional complaint about a swim suit degrading but now we don't because we can consistently keep the chlorine at a moderate healthy level. The water is more gentle on the skin and the eyes!"

"As a company, you guys have been excellent in everything! It is a pleasure to work with TMI".

If you are interested in learning more about the City of Syracuse Parks and Recreation Department, located in New York, click here.

For more information on TMI Sustainable Aquatics click here. For more information on BRIDGING® click here. If you would like to contact TMI, email timothy@tmiaquatics.com.

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