

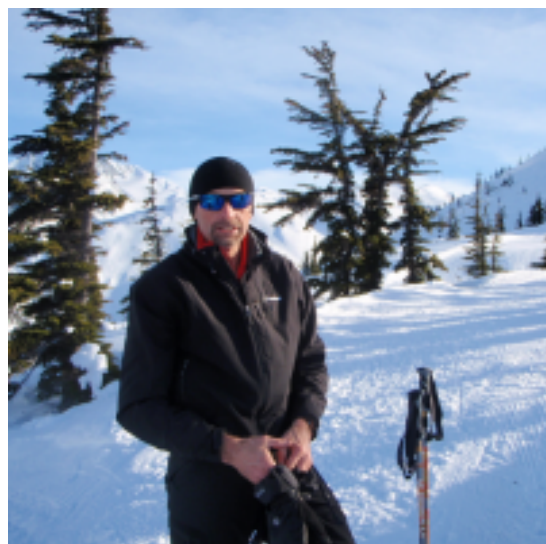


Alaska Pacific University
Interview Date: Dec. 2021

“On Sept. 27, 2002, Alaska Pacific University, Anchorage, had a day that most pool operators dread most. A pool maintenance worker accidentally poured hydrochloric acid into a barrel containing chlorine, causing a toxic chemical reaction that injured the worker and sent 30 children, and the Alaska Pacific Swim Team, to the hospital with symptoms ranging from difficulty breathing and nausea to throat and nose irritation. After this frightening incident, Marc Phillips, director of the Moseley Sports Center at Alaska Pacific University, convinced the school that a new system must be put in place. Phillips decided on TMI Salt Pure Corporation's Salt Pure System, and the pool now uses salt, not chlorine, to keep the water clean and safe.” (Recreation Sports & Fitness, July 2004).

At the time the above article was published, this is what Maintenance Director, Marc Phillips had to say about his TMI system:

“We love the new system and the support that comes with it. It's safer for our maintenance staff and patrons. Swimmers enjoy the silky gentle feeling of the water and usage of our pool has increased 30 percent.”



Marc Phillips
Maintenance Director



Raina Panarese
Recreational Programs Director

Recently, we sat down to chat with Raina Panarese, current Director of Recreational Programs. Raina took over from Marc in 2020, and, due to the pandemic, inherited a pool that had been closed for a while with a lot of deferred maintenance to deal with. Raina, whose career has been focused on programming and teaching outdoor recreation had no previous experience with pool management and this presented her with a “huge learning curve”.



“I did my own research and was lucky enough to hire an assistant with Aquatic experience. When I took over, I was running 12 year old TMI equipment. While this was a testament to the equipment itself, as, with TMI's help, I was able to keep it working, we were running everything manually. This presented me with a valuable learning experience because if I had inherited the equipment we currently have, I would not have learnt nearly as much. Most of my information came from TMI and the other contractors that worked on the quarter million dollar renovation at the end of 2020.”



Piper, Resident Floofer

The University Campus pool is important to the community. As a town with few pools, the shallow pool at the Moseley Sports Center provides the perfect recreation and “learn to swim” environment with a wide spectrum of users. With the main customer being the general public,

the pool accommodates many pool parties, swim lessons, tri-athlete cross training, adult classes, classes for people with mobility issues, water aerobics; all while accommodating their master swim team.

“The switch to salt in 2002 improved the safety exponentially as it eliminated the need to store chlorine and only minimal acid. When I took over from Marc, he said ‘ just call Timothy at TMI, you're going to get the best customer service!’ While I was operating the old equipment, TMI worked with me to keep it going and that was a lot of work. I don't think there are many other companies who would go the extra mile like that with such old equipment. With the pool renovation and upgrade, I couldn't afford to have a contractor who installs everything then leaves. With the history we had, it was a no brainer, of course I would choose TMI and you walked me through every step of the way.

We now have the latest and greatest chemistry controller, Salt Pure® and UV systems and what a difference it has made in pool operations. It feels like I went from pushing a lawn mower to driving a Cadillac. I can be at home and check the pool from my phone. The UV does a great job of keeping the water sparkling and the air fresh in the pool room. It was worth the additional investment. The clarity of the water is insane. My combined chlorine is never over 0.2. zLOG, the TMI software with the chemistry controller is so easy to use. It's amazing, I can graph things out and see all the pertinent things I need to know from my phone at home. In general, everything is spot on!”

We asked about member reactions to the upgrade to a new salt system and UV system and Raina chuckled.

“The members are constantly complimenting on the clarity but what's funny is that they often ask if I'm sure it is properly chlorinated as they can't smell chlorine in the room or feel chlorine in the water. It's the best pool in town because of the water and air quality! In conclusion, if someone called me to ask whether they should go salt with TMI, I would say ‘DO IT’. You will have the best

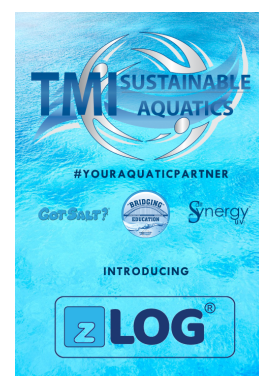
water quality and no more supply line shortages of chlorine. From a safety management and customer service point of view, it's the only way to go!"

APU's Moseley Sports Center also purchased the TMI ZGEN Hypochlorous Acid Generator in 2020 to help them through the pandemic. You can read about that [here](#).

***If you are interested in learning more about
Alaska Pacific University, located in Anchorage, Alaska, go to
www.alaskapacific.edu.***

*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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Never rely on other other suppliers when you can make your own in house. For more info, [contact us](#). We'll be happy to answer any questions you may have.

CPO Classes:

We are having classes this year! If you are interested in hosting a CPO® Course at your facility contact cpo@tmiaquatics.com for more information.

Stay up to date on the latest information regarding operating hours with COVID-19 and other information at our website or on social media: Twitter or Facebook [@tmiaquatics](#).