

Success Stories



Situational Awareness in Action: Phillip McShan

While performing his duties at Sacramento International Airport (SMF), TMM team member Phillip McShan found himself in a situation that required him to act quickly.

Phillip was preparing to access Stair 24 in Concourse B when he noticed an alarm sounding. As he accessed the door, a passenger exited the secured stairwell and walked past him. Recognizing that something did not seem right, Phillip stopped what he was doing and took action.

He followed the passenger, appropriately challenged the individual, and remained with them until Airport Operations personnel arrived and assumed control of the situation. Rather than simply continuing with his normal responsibilities, Phillip trusted his instincts and made sure the situation was properly addressed.

Airport security leadership recognized Phillip for his response, specifically noting his situational awareness, quick action, and willingness to speak up as a prime example of the Airport's "See Something, Say Something" philosophy.

Working in an airport environment means every member of our team has a role to play in supporting a safe and secure facility. Phillip understood that responsibility and demonstrated the awareness, professionalism, and sound judgment expected of our team members at SMF.

Phillip's actions are a great example of taking ownership when something doesn't look right and doing "Whatever It Takes!" to support our customers, our partners, and the facilities we serve. We are proud to recognize Phillip for his vigilance and a job well done!

