American Airlines Newsroom

NEWS RELEASE

DFW team members give Million Miler a special birthday send-off

11/8/2019

Steve visits with Pat before her transcontinental flight.

Team members celebrate Pat as she arrives at her departure gate at DFW.

Not many of us would want to jump on a solo transcontinental flight from Dallas-Fort Worth to London just days after turning 90 years old, but Patricia Purvis isn't just any one. The Fort Worth native is a fearless Million Miler who took her first flight on American in 1946 and has been jetsetting ever since.

Over the decades, Pat has flown American Airlines around the globe spreading her contagious spirit of adventure and optimism. The long-time loyal customer enjoys many of the nonstop destinations available from our largest hub at Dallas Fort Worth International Airport (DFW), which happens to be right in her backyard — but prefers her annual trip to England most of all.

A few years ago, when Pat's friend Steve Okuley, Senior Manager of Customer Engagement and Communication at American, she began sending him updates on her travel.

"She'll a fervent texter and sends me long, detailed and funny reviews of her inflight experience. Pat's a 'foodie,' so her most descriptive and entertaining texts are about meals," he shared.

When Steve learned that her most recent trip to England was just days after her 90th birthday, he thought he'd send a note to his fellow colleagues at DFW to see if there was anything special they could do to help celebrate Pat's milestone birthday and loyalty to American.

The response was overwhelming.

Immediately DFW team members began organizing a special send-off at the gate. As word spread about Pat, her personality and her milestone birthday, team members from Catering, Elite Services and even the DFW Airport joined the fun. American's President Robert Isom also sent a special message for Pat.

But perhaps Pat's best surprise was the unexpected visit from her friend Steve, who was in Dallas on business and managed to dash out to the airport just in time to see her off personally.

Onboard, the warm welcome continued with a special announcement by the captain and delivery of a birthday dessert.

Pat said she was "gobsmacked" by the outpour of love and shared that she "still can't believe it was real."

As for the DFW team members that helped her celebrate, they look forward to seeing Pat this spring as she plans her next adventure.