



NEWS RELEASE

American Airlines to launch electronic boarding gates at DFW, ushering in the next evolution of the boarding experience

2026-04-14

FORT WORTH, Texas — American Airlines is advancing the future of air travel with the official launch of electronic boarding gates at Dallas Fort Worth International Airport (DFW) beginning this summer. Following a successful pilot in November 2025, and strong customer feedback, American is now deploying the technology at scale at its largest hub, reinforcing the airline’s commitment to a more seamless, user-friendly and consistent boarding experience.

American will be the first major U.S. network carrier to install dormakaba electronic boarding gates at scale at a major U.S. airport hub, starting in the new DFW Terminal C Pier Expansion, setting a new standard for how customers move from gate to aircraft.

“Boarding plays a key role in how customers experience the final moments before their flight, and electronic boarding gates will further elevate that experience, creating a more seamless and consistent process,” said American’s Chief Customer Officer Heather Garboden. “This innovative change is part of a broader shift toward creating a more intuitive travel journey, one that blends technology and service to guide customers through each step with greater ease and confidence, delivering a modern, consistent experience wherever they travel with us.”

Electronic boarding gates are powered by proprietary infrastructure and industry-leading technology designed to guide customers smoothly through the boarding process.

A MORE SEAMLESS, ENHANCED
JOURNEY



Electronic boarding gates extend American's broader digital journey by giving customers clearer guidance and a more predictable path from the gate to the aircraft.

The nearly 20 dormakaba Argus Air XS electronic boarding gates will support customers and team members throughout the boarding process by:

- Streamlining manual tasks for American's team members during boarding, allowing them more time to provide exceptional customer service and operationally critical tasks
- Providing clear, American-branded touchscreen instructions so customers know exactly what to expect
- Automatically validating boarding passes before opening, allowing customers to proceed smoothly to the aircraft
- Regulating the pace of boarding to reduce congestion and improve jet bridge flow

"After piloting the technology late last year and seeing positive feedback from both customers and team members, we're excited to further incorporate electronic boarding gates at DFW," said American's Senior Vice President of DFW Hub Operations Jim Moses. "This is another step forward in creating a modern, seamless journey for customers, while keeping our people at the center of the experience."

The new gates will debut at American's new Terminals A and C pier expansions scheduled to open this year. The piers are part of a **multiyear modernization project of DFW**, aimed at delivering a smoother and enhanced experience for customers and team members. The gates will be another opportunity for American to simplify its customers' boarding experience, while enhancing the airline's already rigorous security standards.

Together, these capabilities help deliver an innovative boarding experience — regardless of flight, time of day or destination.

A FOUNDATION FOR THE FUTURE
OF TRAVEL

Boarding is one part of American's broader focus on improving the end-to-end customer journey. Following the launch at DFW, American plans to expand electronic boarding gates to additional hubs and gateway airports over time, helping standardize the boarding experience across the network.

Electronic boarding gates are the latest in a series of digital innovations American has introduced to enhance the customer experience across every stage of the journey. Last year, American added faster, more secure flight connection and identity verification processes through the rollout of **One Stop Security** for international connecting

passengers and the **TSA PreCheck Touchless ID program**, which are making the airport experience quicker and more consistent for travelers.

This year, American continues to invest in technology that brings clarity, consistency and confidence to travel with the launch of **free inflight Wi-Fi, sponsored by AT&T**, for all AAdvantage® members, **ongoing mobile app enhancements** and **smarter disruption-management tools** that help customers rebook more easily during irregular operations.

Together, these advancements reflect American's broader commitment to creating a more intuitive, connected and modern experience — one that empowers customers with the right information at the right time, whether they're planning a trip, navigating the airport or settling in on board.

About American Airlines Group (NASDAQ: AAL)

American Airlines is a premium global airline connecting more of the U.S. to the world. With roots tracing back to an air mail carrier in the Midwestern United States in 1926, American now operates more than 6,000 daily flights to more than 350 destinations in more than 60 countries and serves more than 200 million customers annually. Powered by a proud and talented team of 130,000 aviation professionals, American's team lives out the airline's purpose of caring for people on life's journey every day.

The world's largest airline proudly celebrates its centennial year in 2026, reaching a milestone that reflects a century of innovation and the Forever ForwardSM spirit that changed the industry and the world. American introduced the first scheduled air cargo service, the first airport lounge and the first airline loyalty program and continues to reinvent the customer experience today. The airline is also a founding member of the oneworld alliance, whose members serve more than 900 destinations around the globe.

Get the latest about American at news.aa.com and [@AmericanAir](https://twitter.com/AmericanAir).