



NEWS RELEASE

Forever Forward at DFW: Reimagining the customer journey at American's largest hub

2026-05-27

In the latest episode of Forever ForwardSM at DFW, American's Chief Security Officer Gary Tomasulo and U.S. Customs and Border Protection Area Port Director of Dallas Fort Worth International Airport Jay Ahern share how strong partnerships are transforming one of the world's busiest international gateways — and American's largest and most important hub — setting a new standard for secure and smooth travel.

From cutting wait times to rethinking how international passengers connect, programs like **Enhanced Passenger Processing (EPP)**, **One Stop Security**, International Remote Baggage Screening, Mobile Passport Control and **TSA PreCheck® Touchless ID** are making travel faster and easier. Fewer lines, fewer touchpoints and more biometric, touchless moments are all designed to keep customers moving while safely and securely enhancing the travel experience. Watch their conversation to see how DFW is on the cutting edge of what a seamless airport security experience can look like.

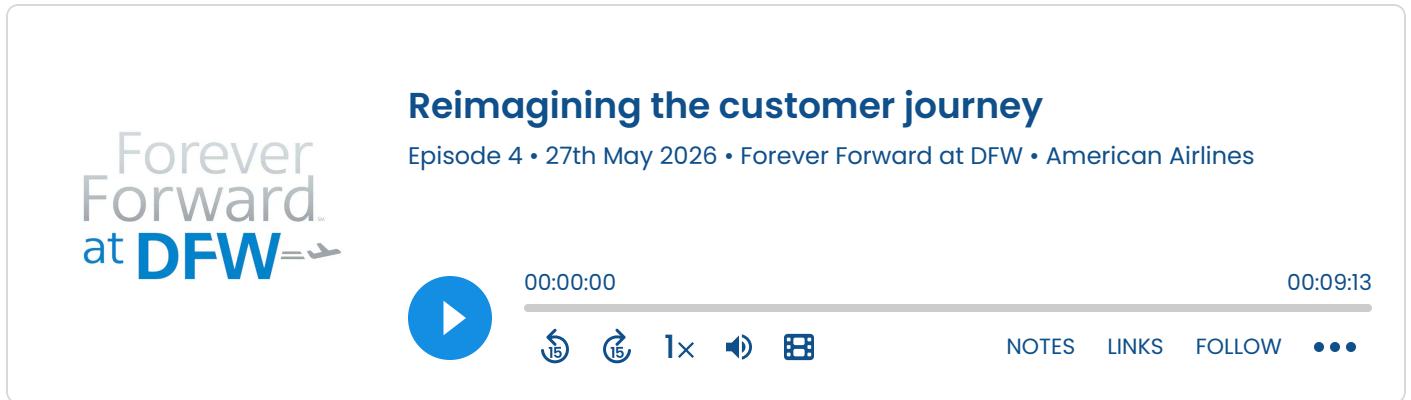
Forever ForwardSM at DFW is American's **new shortform video series** that takes viewers behind the scenes of the **multiyear modernization** across DFW. As American's hometown airport and largest hub, DFW hosts more passengers than any other airport in the airline's network. American is investing billions of dollars to modernize and strengthen its flagship hub, delivering a much smoother experience for our customers and team members, providing more certainty with their schedules and connections and improving DFW's resilience to handle severe weather and other disruptions.


Forever ForwardSM at DFW showcases the exciting updates customers will see over the next several years and is part of American's long-standing commitment to Texas and the many communities in the airline's network, bringing



customers along as milestones land.

Listen to the podcast:








Forever Forward at DFW 

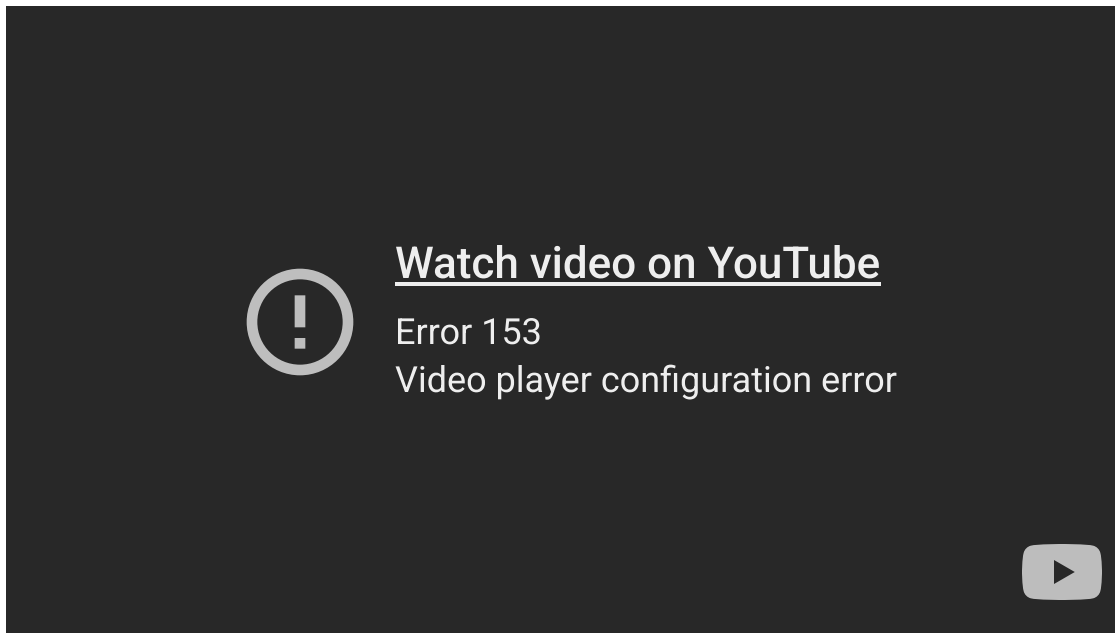
Reimagining the customer journey


Episode 4 • 27th May 2026 • Forever Forward at DFW • American Airlines

00:00:00 00:09:13


   1x   NOTES LINKS FOLLOW 

Watch the video:



 Watch video on YouTube

Error 153
Video player configuration error



Explore more podcasts from American:

- Subscribe on **Apple Podcasts** and **Spotify**
- Browse all **episodes and shows**

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).