

Integrated Operations Center

American's Integrated Operations Center (IOC) is the nerve center of the airline. IOC team members work together to achieve the highest levels of safety, customer service and communication for American's global network.



Located near the Dallas Fort Worth International Airport, the IOC supports American's mainline and regional customers, team members and aircraft flying around the globe every day.



With more than 20 unique functions working to support customers, flight crews, aircraft and airports, team members at the IOC work around the clock to keep the airline running safely and smoothly.

A focus on customers

Every team at the IOC has a goal of keeping the airline's nearly 200 million annual customers moving efficiently through the system and safely arriving at their destinations. Teams plan flights safely, taking into account the weight and balance of customers, bags and cargo; monitor on-time departures and customer connections; ensure crew are ready to go and monitor the health of each and every aircraft. Together, they make thousands of decisions to deliver on our customer promise to more than 500,000 daily customers.

Technology at the IOC

American has made significant investments in IOC technology in recent years. From our state-of-the-art Hub Efficiency Analytics Tool (HEAT), which helps keep the operation running when severe weather impacts our hubs, to tools that identify potential crew issues, the IOC uses cutting-edge technology to keep the airline running safely and efficiently. American also uses machine learning, advanced analytics and other digital technologies to enhance the customer journey.

BY THE NUMBERS



Providing support **24/7/365**



Nearly **6,000** mainline and regional flights per day



Tracking nearly **1,500** aircraft



20+ cross-department teams



Nearly **1,700** team members

DID YOU KNOW...



The IOC dispatches more than **1 million** mainline flights annually.



The Crew Scheduling and Tracking team tracks more than **4,500** pilot and **9,500** flight attendant crews each day.



A Load Planner works more than **13,500** departures annually, ensuring the accurate weight and balance of aircraft.



Cargo Operations Control manages the transport of nearly **3 million** pounds of cargo daily.



The IOC building can withstand an **EF3 tornado**.

