

Operations and Cargo

In Dec. 2013, American Airlines and US Airways created the largest airline in the world. And we've been busy ever since.

Since then, American has added new technology and services that benefit our customers and connect billions of pounds of cargo with customers all over the world.



1

New technology is ensuring safer travel. American is the **first airline to work with TSA to launch new state-of-the-art 3-D checkpoint scanners** at our PHX and JFK hubs. The equipment will come to LAX and DFW early next year.

4

Talk to us. In 2014, **American's social media team began operating at our Integrated Operations Center (IOC)**. The closer collaboration between "mission control" and the social media team helps solve customers' issues 24/7.

2

Refuel and refresh. In 2016, **we launched a new program that provides complimentary snacks and beverages at the gate** if your flight is delayed two hours or more.

5

Mail call. Since 2013, **American has flown more than 7 billion pounds of freight and mail** across the planet, including enough fresh asparagus to provide one spear to every person in the United States.

3

More cargo demand means bigger bucks. For the first time, **American is on track to make \$1 billion in cargo revenue in 2018**.

