



Facilitators Guide 2019

*Airport Command Center

Description: The team at the American Airlines Integrated Operations Center makes difficult decisions every day that impact customers' travel plans. Now it is your turn to respond when thunder and lightning strike. Get ready to make decisions such as deviating, delaying or cancelling flights to get customers safely to their destinations

Key talking points:

- The IOC is a centralized unit consisting of multiple departments which ensure the highest level of safety, customer service and communications.
- It takes 1,800 people across 17 departments to make sure customers and cargo arrives safely to destination.
- IOC teams include Dispatch, Maintenance, Flight Planning, Weather Services, Customer Services, Safety, Weight and Balance, Crew scheduling, Social Media Monitoring, Cargo Ops, and Emergency Planning and Response amongst others.
- The IOC team coordinates and handles the logistics for 6,800 flights and 3 million lbs. of cargo each day and connects with the work schedules of 24,000 flight attendants and 11,000 pilots.

*MD-80 Cockpit

Description: Learn what pilots do and see what a cockpit looks like close up. Sit on authentic seats in an authentic MD-80 cockpit and listen to an American Airlines pilot explain the key instruments, knobs and dials you see.

Key talking points:

- Beginning in 1983, the MD-80 airplane was the backbone of the AA fleet.
- A favorite amongst pilots, the MD-80 was an icon of its era (The "Super 80").
- Each MD-80 can carry between 130 and 172 passengers based on its configuration.
- There are an impressive amount of switches, knobs and levers in the MD-80 cockpit. Pilots must master all of these "fixtures" to ensure a safe and smooth flight
- Each MD-80 flies for an average of 23 years and carries roughly 47M passengers before being retired and sold for parts.
- AA will be retiring all of its MD-80s in 2019 in favor of larger aircrafts with more advanced technology.

*Baggage Loader

Description: Can you beat the clock and stack the luggage where it belongs? Take the challenge and see what it takes to keep the plane balanced and departing on time. Put every piece of baggage where it belongs in the front or aft.

Key Talking Points:

- AA flies more than a billion lbs. of cargo annually.
- From life-saving vaccines to live animals, cargo often must fly with very specific climate-controlled parameters. AA works with scientists to provide the best possible shipping conditions.
- The Weight and Balance team at the IOC plans all cargo loading and delivers the plan to the loading crew. This information is also critical for pilots as heavier and lighter loads influence the responsiveness of the plane.

*American Airlines Global

Description: Begin your journey by experiencing the scale of the largest airline in the world. Our large globe displays American Airlines flights in their real locations and in real time. Use the touch screens to learn more about individual flights, hubs and American's partner airlines (oneworld Alliance).

Key Talking Points:

- AA and its partner airlines (oneworld Alliance) serve nearly 1,000 destinations in 150 countries.
- The interactive map on the screen can be activated to view and track flights worldwide.
- Videos are also available including the tracking of a hailstorm in El Paso and video of the making of the MD-80 exhibit.

Flagship Knoxville DC3

Description: Take a glimpse inside the largest centerpiece of the CR Smith Museum, a lovingly restored 1940's Douglas DC-3 aircraft called the Flagship Knoxville.

Key Talking Points:

- The DC-3 was one of the most versatile and loved airplanes of all times.
- The DC-3 revolutionized air travel by making commercial passenger service profitable.
- Stepping inside, you can get a real sense of what air travel was like in the 1940's when C.R. Smith and the DC-3 revolutionized commercial air travel.
- For overnight travel, the Douglas sleeper had 14 seats in pairs that folded into berths.
- The "daytime" DC-3 had 21 seats.
- The retired aircraft was purchased by The Grey Eagles, an AA retiree group, restored by retired and active AA employees, and presented to the museum.
- A special addition to the museum was completed and dedicated on February 22, 1999, to house this special piece of history and protect it from the elements.