

Topic: Zone Boarding for ITA Airways

Dear all,

Beginning 05.06.2024 ITA Airways will use a new boarding by zones procedure.

Functionally this will be similar to boarding by rows, however now the rows are designated predefined zones. These zones will be printed on the passenger's boarding pass.

The automated gate announcements will be updated to reflect this new change with the option to call be rows being replaced with zone announcement options.

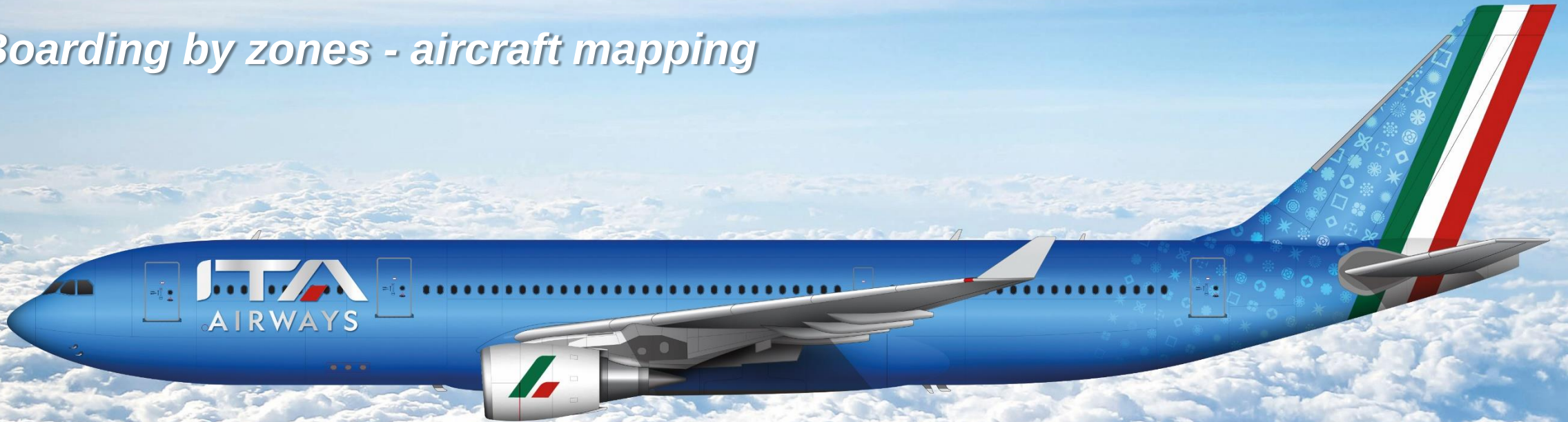
Priority boarding for passengers requiring special assistance and families remains unchanged. Zones 1 and 2 consist of priority and business class passengers.

One significant change to be aware of is that zone boarding will **also** be used for bus positions. Please ensure that passengers are aware of their assigned zone and follow the zone boarding process when announcements are made.

Below is the presentation provided by ITA Airways on the new procedure along with the original operational communications. Please familiarize yourself with them before the transition on 05 June.

GROUND OPERATIONS ZONE BOARDING

Boarding by zones - aircraft mapping



GROUND OPS – DCS TEAM

Updated 21 May 2024

ZONE BOARDING

Priority boarding

Passengers with specific characteristics are boarded first

Boarding logic back to front

Boarding from the back rows to the front, in order to minimize possible congestion in the cabin during boarding due to passengers remaining in the aisles to place their luggage in the overhead bins

Hand baggage control and collection

Collection of hand luggage exceeding the capacity of the overhead bins starting from passengers seated in the last rows based on shared criteria and defined according to aircraft type and flight load factor



Zone Boarding

Seatmap zones

All aircraft types	Wide Body Narrow Body	ZONE	CATEGORIES
		1	VOLARE PROGRAMME, SKY PRIORITY, AMEX, TOP TIERS, J/CLASS, P/CLASS PAX, ITA AIRWAYS EXECUTIVES
		2	FAMILIES WITH CHIDREN, ECONOMY COMFORT SEATS
		3	REAR SEATS (except 32Q: FRONT)
		4	MID SEATS (except 32Q: MID/FRONT)
		5	MID/FRONT SEATS (except 32Q: MID)
		6	FRONT SEATS (except 32Q: REAR)
		8	DEFAULT CATEGORY

Note:

- Zone 7 intentionally not used but available for future implementations.
- Zone 8, designated as Default Category, includes all passengers not already included in the previous zones.

Zone Boarding

Seatmap zones

AIRCRAFT	A ZONE (priority passengers)	Y/class ZONES
A220	1	3
A221	1	3
A223	1	3
A319	1	3
A32S	1	3
A32Q	1	4
A32N	1	4
A330	1	4
A339	1	4
A359	1	4

Note:

The number of zones is proportional to the specific cabin capacity, so all aircraft types (except for A220, A319, and A32S) have been intentionally divided into 4 zones (in Economy class), in order to allow an adequate distribution of passengers while boarding.

Zone Boarding

System behavior of the in case of multiple PNRs

For multiple PNRs with a number of passengers from 2 to 9, DCS will assign all PNR members the highest priority among those of the passengers in the group. Zones are numbered from the highest (zone 1) to the lowest (zone 8).

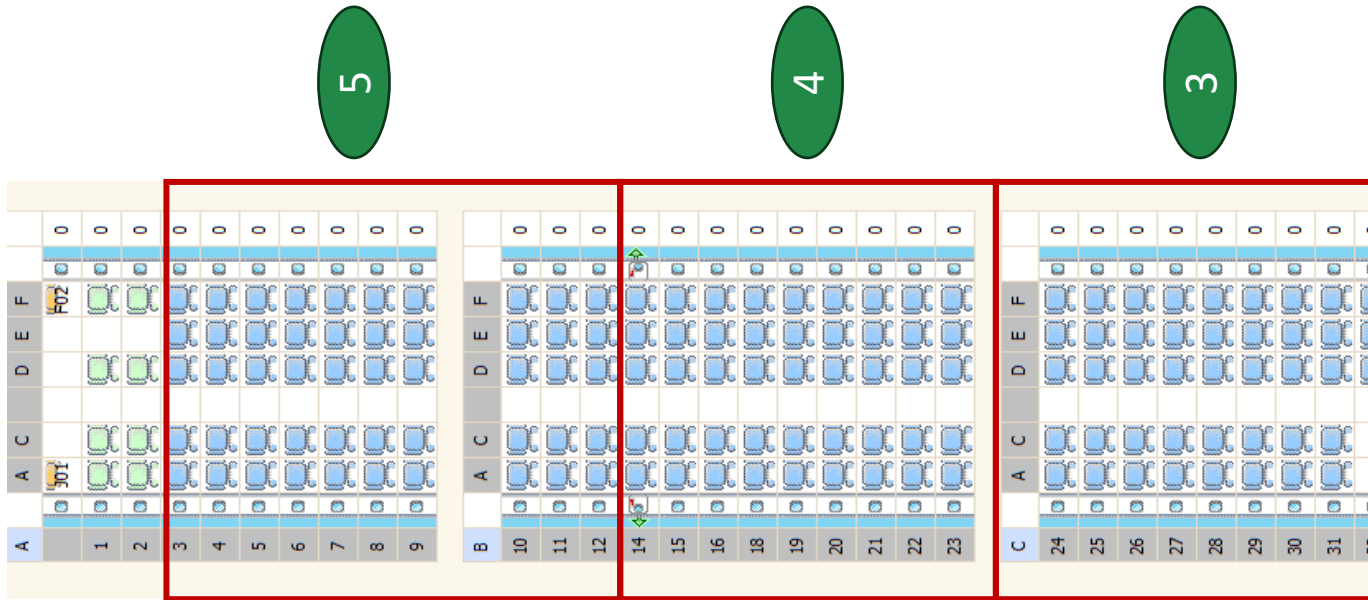
On the contrary, for multiple PNRs with more than 9 passengers, each of them will have his/her own zone individually assigned according to eligibility or seating criteria without crosscheck with other passengers.

Some examples of the application of this rule:

- two passengers are travelling on the same PNR: only one of them is an Executive Tier member of Volare Program; as a result both of them will have zone 1 printed on their boarding passes, regardless of the seats assigned.
- two passengers are travelling on the same PNR but they intentionally want to sit separately on board: one is in zone 6 (front area) and the other in zone 3 (back area); both their boarding passes will show zone 3 as the higher of the two.
- families travelling with children in Y/class are always assigned to boarding zone 2, regardless of their seats; if a family member belongs to Volare Program with an Executive tier, then the entire family will be assigned to zone 1.
- in a similar way, families travelling with children in J/class will always be assigned to zone 1.

Zone Boarding

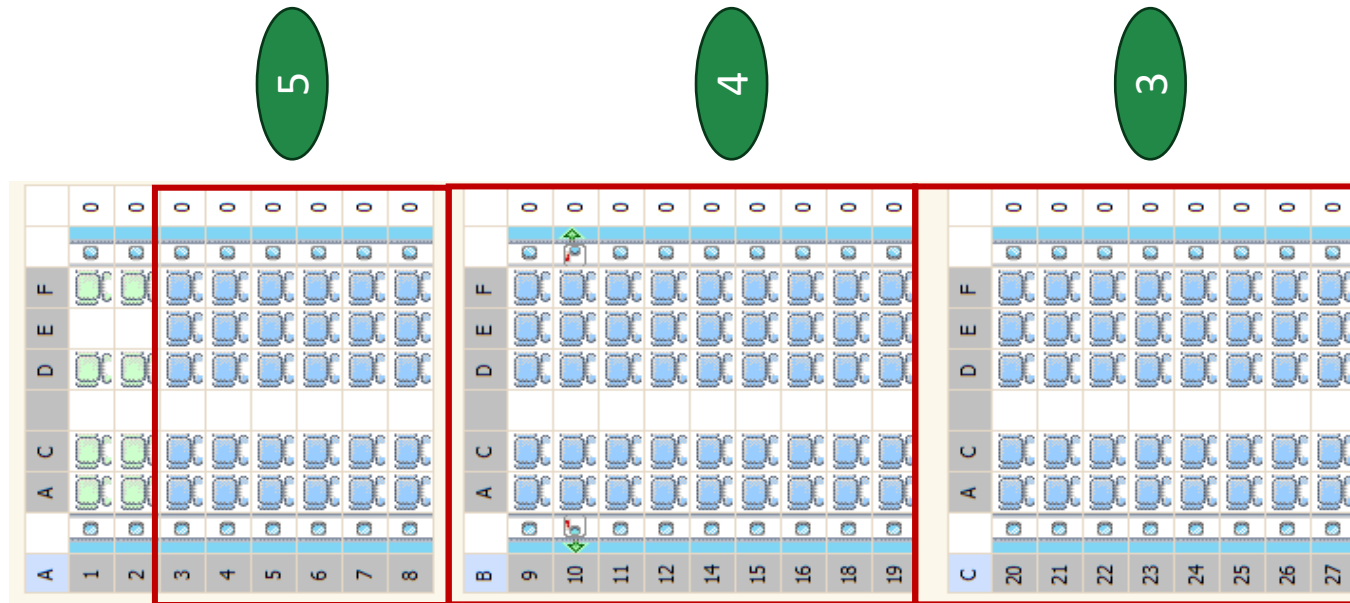
AIRCRAFT ZONES – A220



	ROW		ACTUAL # of SEATS
ZONE	FROM	TO	
3	24	32	43
4	14	23	45
5	3	12	50

Zone Boarding

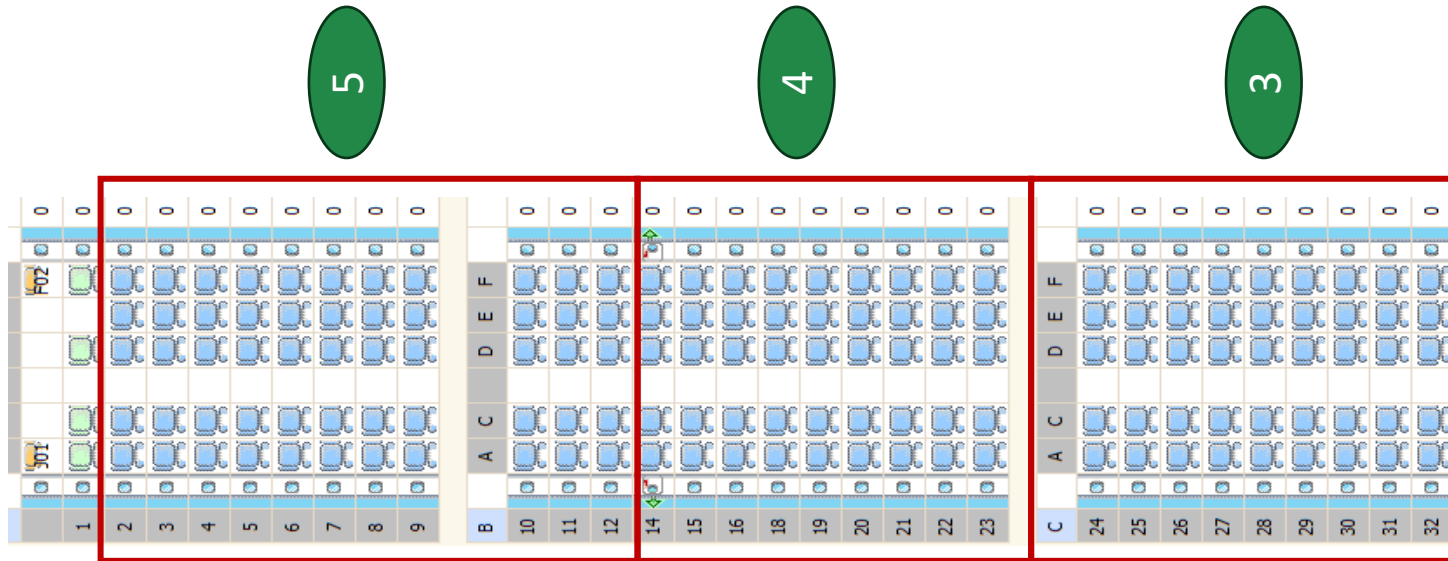
AIRCRAFT ZONES – A221



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
3	20	27	40
4	9	19	45
5	3	8	30

Zone Boarding

AIRCRAFT ZONES – A223



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
3	24	32	43
4	14	23	45
5	2	12	50

Zone Boarding

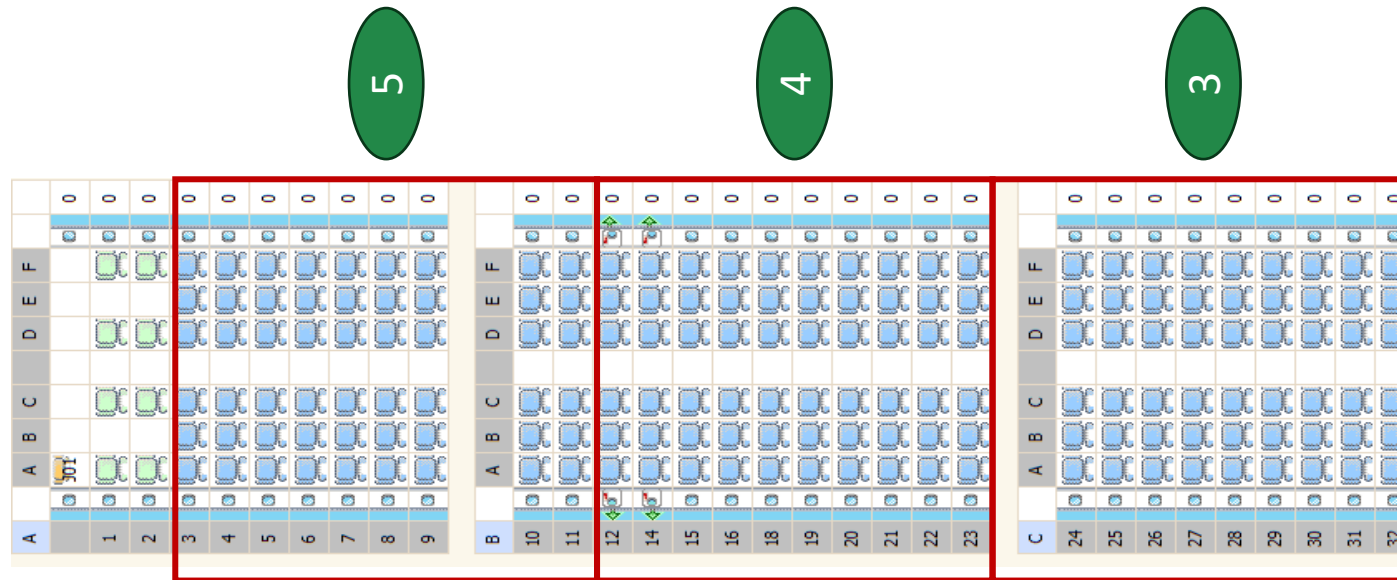
AIRCRAFT ZONES – A319



ZONE	ROW		ACTUAL # of SEATS
	FRO M	TO	
3	20	26	48
4	10	18	42
5	3	9	55

Zone Boarding

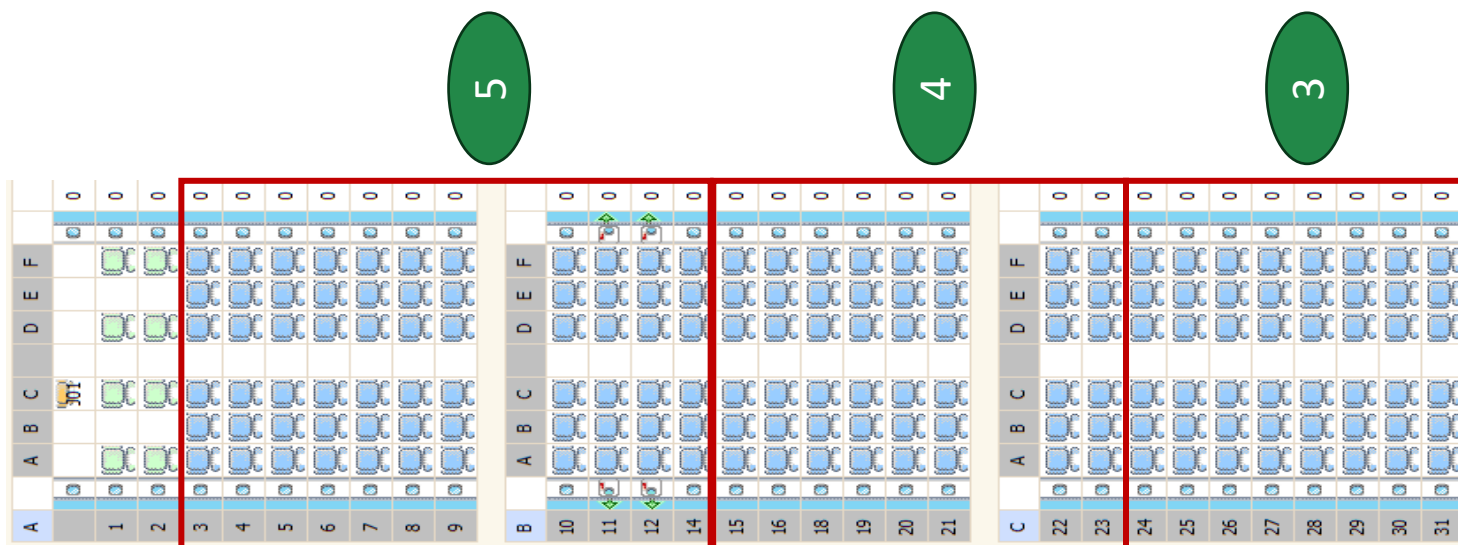
AIRCRAFT ZONES – A320



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
3	24	31	54
4	12	23	60
5	3	11	54

Zone Boarding

AIRCRAFT ZONES – A32S



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
3	24	31	48
4	15	23	48
5	3	14	66

Zone Boarding

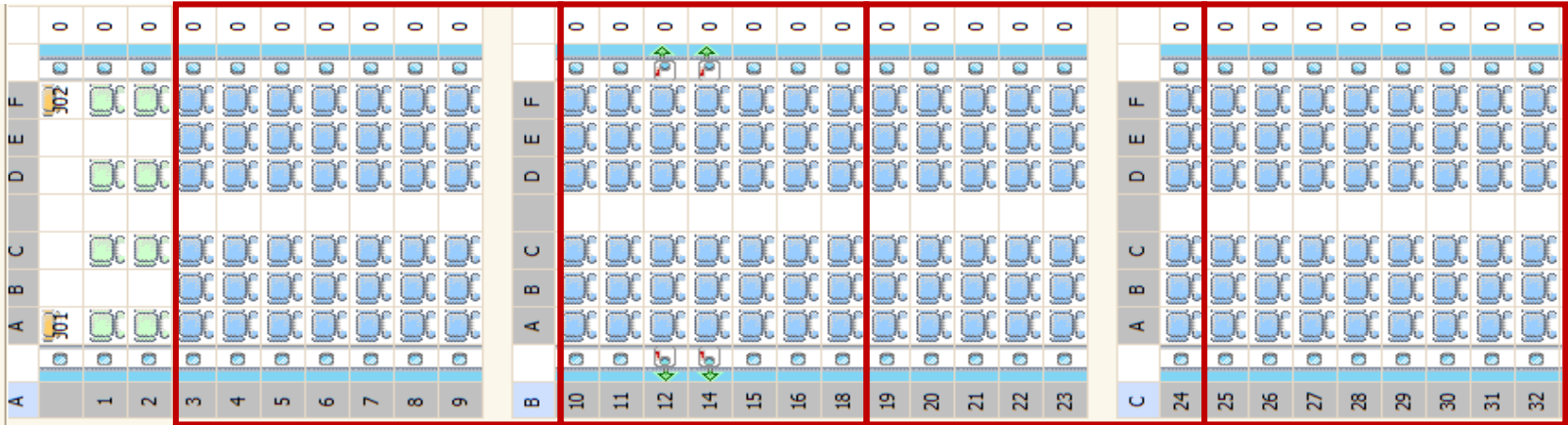
AIRCRAFT ZONES – A32N

6

5

4

3



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
3	26	32	42
4	19	25	42
5	10	18	42
6	3	9	42

Zone Boarding

AIRCRAFT ZONES – A32Q (321neo)



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
2	20	22	12
3	30	34	30
4	35	40	36
5	41	46	36
6	47	53	34

*Seats from row 20 to row 22 are Y/cl Economy Comfort seats on aircrafts with only two-class configuration (J/Y), while they are considered P/cl seats on aircrafts with three-class configuration (J/P/Y).

Zone Boarding

AIRCRAFT ZONES – A330



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
3	35	42	51
4	27	34	62
5	20	26	56
6	12	19	44

Imbarco a zone

AIRCRAFT ZONES – A339 (330 Neo)



*Economy Comfort

ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
2	30	33	32
3	53	60	57
4	45	52	64
5	38	44	52
6	34	37	32

Zone Boarding

AIRCRAFT ZONES – A359 (350-900)



ZONE	ROW		ACTUAL # of SEATS
	FROM	TO	
2	30	34	40
3	56	64	75
4	47	55	81
5	39	46	72
6	35	37	35

*Economy Comfort



ita-airways.com



Comunicazione Operativa n. 009/2024

AVVIO FASE PILOTA SU SCALI SELEZIONATI DELLO “IMBARCO A ZONE-ZONE BOARDING” PER ITA AIRWAYS

Above the wing

Premessa

Nell’ottica di una sempre maggiore attenzione al miglioramento delle procedure operative che possano influenzare positivamente la Customer Experience dei passeggeri che viaggiano sui voli ITA Airways, è in fase di implementazione su scali pilota il progetto “Imbarco a Zone”.

Con tale definizione si intende l’insieme delle modifiche in via di attuazione che porteranno ad una rivisitazione delle operazioni di imbarco sui voli operati da ITA Airways, tale da permettere una gestione ancor più razionale del flusso di passeggeri al gate, tentando di ottimizzare ulteriormente i tempi e la logica di imbarco con conseguente impatto positivo sulla Customer Experience, nonché sulla puntualità dei voli in partenza. Il DCS di compagnia è stato settato per recepire i criteri di suddivisione delle seat maps in base alle nuove zone identificate, e che saranno stampate sulle carte di imbarco sia WEB che da scalo.

Data entrata in vigore

22 Aprile 2024

Procedura

La fase pilota del progetto “Imbarco a zone” sarà avviata a partire dal 22 Aprile e fino al 12 Maggio su voli specifici in partenza dai soli scali di FCO e LIN.

Al termine della fase pilota verranno comunicati i tempi di implementazione sugli altri scali dell’intera rete ITA Airways. Nel dettaglio i voli identificati per la fase pilota sono:

22APR -12MAY			
VOLO	DEST	STD	OPERATIVITA'
AZ1785	FCO/PMO	10:45	D
AZ060	FCO/MAD	14:35	D
AZ0578	FCO/GVA	16:30	D
29 APR-12MAY			
AZ350	LIN/ORY	08:30	D
AZ352	LIN/ORY	17:05	D
AZ356	LIN/ORY	20:20	D
06MAY-12MAY			
AZ678	FCO/GRU	09:45	D

Rimangono invariate le attuali tempistiche di presentazione di addetti al gate e di avvio dell'imbarco con modalità automatica o meno in base agli scenari operativi.

L'imbarco della classe economy continuerà a seguire la logica del "back to front"; a questa fa eccezione l'imbarco dell'aeromobile A321neo che imbarcherà la classe economy secondo il principio del "front to back" a salvaguardia dei principi di bilanciamento e per minimizzare il rischio di "tale tipping".

Resta inoltre invariata l'opportunità di:

- pre o post imbarco per i passeggeri appartenenti alle categorie speciali (UMNR, WCH, etc.);
- ritiro dei bagagli a mano, secondo le attuali linee guida operative e tra i passeggeri in coda partendo preferibilmente da quelli di classe Economica che si imbarchino successivamente a quelle dell'imbarco prioritario.

Tutti gli aeromobili avranno due zone di imbarco dedicate alle categorie di clienti ad alto valore identificate come Zona 1 e Zona 2.

Oltre alle due zone riservate ai clienti High Value, la classe Economy sarà suddivisa in:

- 3 zone sugli aeromobili A220/A319/A32S
- 4 zone sugli aeromobili A32Q/A32N/A330/A339/A359

Successivamente all'imbarco dei passeggeri High Value (Zona 1 e Zona 2), si procederà per tutti gli aeromobili con quello dei passeggeri accomodati nelle zone come di seguito elencate:

- Zona 3
- Zona 4
- Zona 5
- Zona 6
- Zona 7 (attualmente non implementata)
- Zona 8 (vi confluiranno tutti i passeggeri che per eventuali anomalie potrebbero non avere un'altra zona assegnata)

Agli scali saranno distribuiti nuovi annunci di imbarco coerenti con la nuova modalità di gestione dei flussi dei passeggeri a bordo. Gli addetti al gate saranno chiamati ad effettuare l'annuncio dedicato e definito secondo le nuove regole e ad imbarcare i passeggeri coerentemente con quanto previsto dalla nuova procedura in oggetto che terrà conto dell'appartenenza al programma Volare e della classe di servizio.

Gli Enti preposti stanno lavorando affinché gli scali possano essere tutti dotati delle necessarie facilities di segnaletica e di comunicazione alla clientela per favorire una migliore comprensione del nuovo processo di imbarco a zone.



Operational Communication n. 009/2024

STARTING OF THE ITA AIRWAYS “ZONE BOARDING” PILOT PHASE ON SELECTED AIRPORTS

Above the wing

Premise

In the perspective of an ever-increasing focus on improving operational procedures that can positively influence the Customer Experience of passengers traveling on ITA Airways flights, the ‘Boarding by Zones’ project is being implemented at pilot airports.

With this definition, we refer to the set of changes currently being implemented that will lead to a revision of the boarding operations for flights operated by ITA Airways. This will allow for an even more rational management of the passenger flow at the gate, attempting to further optimize the timing and logic of boarding, with a consequent positive impact on the Customer Experience, as well as on the punctuality of departing flights. The company’s DCS has been set up to receive the criteria for setting the seat maps based on the new identified zones, which will be printed on the boarding passes, both WEB and at the airport.

Effective date

April 22 2024

Procedure

The pilot phase of the ‘Boarding by Zones’ project will be initiated starting from April 22nd until May 12th on specific flights departing exclusively from FCO and LIN airports.

At the end of the pilot phase, the implementation timings on other airports across the entire ITA Airways network will be communicated.

In detail, the flights identified for the pilot phase are:

22APR -12MAY			
VOLO	DEST	STD	OPERATIVITA'
AZ1785	FCO/PMO	10:45	D
AZ060	FCO/MAD	14:35	D
AZ0578	FCO/GVA	16:30	D
29 APR-12MAY			
AZ350	LIN/ORY	08:30	D
AZ352	LIN/ORY	17:05	D
AZ356	LIN/ORY	20:20	D
06MAY-12MAY			
AZ678	FCO/GRU	09:45	D



The current timings for the presentation of gate attendants and the start of boarding, whether automatic or not, remain unchanged based on operational scenarios. The boarding of the economy class will continue to follow the 'back to front' logic; an exception to this is the boarding of the A321neo aircraft, which will board the economy class according to the 'front to back' principle to safeguard the principles of balance and to minimize the risk of 'tail tipping'.

It remains unchanged the opportunity of:

- pre or post boarding passengers belonging to special categories (UMNR, WCH, etc.);
- collection of hand luggage, according to the current operational guidelines and among the passengers in line, starting preferably with those in Economy class who board after those with priority boarding."

All aircraft will have two boarding zones dedicated to high-value customer categories identified as Zone 1 and Zone 2

In addition to the reserved areas for High Value customers, Economy class will be divided into:

- 3 Zones on A220/A319/A32S aircraft
- 4 zones on A32Q/A32N/A330/A339/A359 aircraft

After boarding of High Value passengers, it would be possible to board the other passengers in the areas listed below:

- Zone 3
- Zone 4
- Zone 5
- Zone 6
- Zone 7 (currently not implemented)
- Zone 8 (all passengers who, due to any anomalies, may not have another zone assigned)

New boarding announcements consistent with the new method of managing passenger flows on board will be distributed at the airports. Gate agents will be called upon to make the dedicated announcement defined according to the new rules and to board passengers in line with what is provided by the new procedure in question, which will consider membership of the Volare program and the class of service.

The responsible departments are working to ensure that all airports are equipped with the necessary signage and communication facilities for customers to enhance a better understanding of the new zone boarding process.



Comunicazione Operativa n.016/2024

INTRODUZIONE IMBARCO A ZONE PER I VOLI ITA AIRWAYS

Above the wing

Premessa A seguito dei risultati positivi sia in termini di customer satisfaction che di performance operativa ottenuti durante la fase pilota dell'imbarco a zone che si è tenuta presso l'Hub di Roma Fiumicino e in taluni altri scali selezionati della rete dal 22 aprile al 12 maggio 2024, ITA Airways conferma l'adozione del nuovo modello d'imbarco a zone.

A partire dal prossimo 05 giugno 2024 l'imbarco a zone sarà quindi esteso a tutti i voli operati da ITA Airways, con le uniche eccezioni declinate più avanti e dipendenti dai sistemi DCS terzi.

Il setting del DCS di Compagnia è stato ampliato per recepire i criteri di suddivisione delle sedute a bordo in base alle zone identificate e che saranno stampate sulle carte d'imbarco sia web che emesse da scalo.

La presente OP COM si prefigge di ripercorrere e confermare la validità di quanto già presentato nella OP COM 10/2024 e rimanda per i contenuti più tecnici alla presentazione elaborata dal Team DCS ITA Airways che si allega alla presente.

**Data entrata
in vigore** 05 giugno 2024

Procedura L'introduzione del nuovo standard di imbarco non comporta variazioni sulle attuali tempistiche di presentazione degli addetti al gate, sui controlli da effettuare per garantire la piena funzionalità degli apparati e per l'avvio dell'imbarco con modalità automatica o meno in base ai vari gli scenari operativi.

Come regola generale l'imbarco della classe economy continuerà a seguire la logica del "back to front" per favorire una più agevole e funzionale sistemazione dei passeggeri a bordo dell'aeromobile partendo dal fondo.

A questa logica fa eccezione l'imbarco dell'aeromobile A321neo che invece imbarcherà sempre la classe economy secondo il principio del "front to back" a salvaguardia delle regole di bilanciamento e per minimizzare il rischio di "tale tipping".



Resta inoltre invariata l'opportunità di:

- pre o post imbarco per i passeggeri appartenenti alle categorie speciali (UMNR, PRM, etc.);
- ritiro dei bagagli a mano, secondo le attuali linee guida operative e, tra i passeggeri in coda al gate, partendo preferibilmente da quelli di classe economy che si imbarchino successivamente a quelli previsti dalle zone dell'imbarco prioritario.

Si sottolinea che, per favorire un'adeguata collocazione a bordo dei bagagli a mano negli appositi spazi sopra i sedili e far sì che la loro sistemazione sia quanto più possibile in corrispondenza delle sedute effettive occupate dai passeggeri, è stato convenuto con la Direzione Operazioni Volo della Compagnia che, all'inizio dell'imbarco e fintanto che non saliranno a bordo i passeggeri con i posti assegnati nelle file anteriori della classe economica, gli equipaggi in servizio avranno cura di mantenere chiuse le cappelliere sopra le prima quattro file della stessa.

Tutti gli aeromobili avranno due zone di imbarco dedicate alle categorie di clienti ad alto valore e prioritarie (incluse famiglie con bambini e passeggeri con posti economy comfort) identificate come Zona 1 e Zona 2.

Oltre alle due zone riservate ai clienti high value e prioritari, la classe economy sarà suddivisa in:

- 3 zone sugli aeromobili A220/A319/A32S
- 4 zone sugli aeromobili A32Q/A32N/A330/A339/A359

Successivamente all'imbarco dei passeggeri high value e prioritari (Zona 1 e Zona 2), si procederà per tutti gli aeromobili con l'imbarco dei passeggeri accomodati nelle zone successive, come di seguito elencate:

- Zona 3
- Zona 4
- Zona 5
- Zona 6
- Zona 7 (attualmente non implementata ma pronta per possibili futuri sviluppi)
- Zona 8 (vi confluiranno tutti i passeggeri che per diverse ragioni potrebbero non avere un'altra zona assegnata)

Attenzione: per i voli operati con l'aeromobile A321neo che imbarcherà sempre la classe economy secondo il principio del "front to back" l'ordine di chiamata delle zone resterà lo stesso ma ciascuna zona risulterà associata a gruppi di file diverse.

Per la definizione delle zone sui vari aeromobili, nonché per alcune specifiche di attribuzione delle zone da parte del sistema su PNR multipli, gli operatori sono invitati a far riferimento alla presentazione *Zone Boarding* redatta dal Team DCS di ITA Airways che viene distribuita allegata alla presente OP COM.



Agli scali sono stati distribuiti nuovi annunci di imbarco coerenti con la nuova modalità di gestione dei flussi dei passeggeri a bordo. Gli addetti al gate saranno chiamati ad effettuare l'annuncio dedicato e definito secondo le nuove regole e ad imbarcare i passeggeri coerentemente con quanto previsto dalla nuova procedura in oggetto che terrà conto dei criteri convenuti (l'appartenenza al programma Volare, il valore commerciale, la classe di servizio, etc...).

Analogamente si sta procedendo sui vari scali alla finalizzazione dell'allestimento della dotazione riguardante le facilities di segnaletica e di comunicazione previste per favorire nella clientela una migliore comprensione del nuovo processo di imbarco a zone nonché una sua fruizione ottimale.

Saranno gestiti secondo il nuovo modello d'imbarco a zone:

- a) tutti i voli in partenza da scali della rete in cui le procedure di assistenza sono operate nel DCS di Compagnia (ALTEA CM/FM partizione ITA Airways);
- b) i voli in partenza da scali della rete in cui le procedure di assistenza sono gestite nel sistema ground handling di AMADEUS (ALTEA GH), ad eccezione degli scali con setting e carte d'imbarco non ancora allineati al sistema ITA Airways.

Non sarà possibile, invece, causa la mancata comunicazione tra sistemi, applicare l'imbarco a zone per quei voli in partenza da scali permanenti o stagionali del network assistiti con DCS Terzi (a titolo esemplificativo ma non esaustivo DCS IPort).

Come conseguenza, i passeggeri i cui itinerari prevedono scalo di transito saranno in possesso di carte d'imbarco con il dettaglio della zona o meno in base al DCS usato dallo scalo di origine.

Analogamente anche i voli Charter che prevedono assegnazione di posti seguiranno la logica sopra descritta.



Operational Communication n.016/202

INTRODUCTION OF ZONE BOARDING ON ITA AIRWAYS FLIGHTS

Above the wing

Premise

Following the positive results both in terms of customer satisfaction and operational performance obtained during the pilot phase for the implementation of zone boarding that was held at the Hub of Rome Fiumicino and in some other selected airports of ITA Airways network from April 22nd to May 12th 2024, ITA Airways confirms the new zone boarding model.

Starting from next JUN 05th 2024 the zone boarding standard will be therefore extended to all flights operated by ITA Airways, with the only exceptions mentioned later and related to other DCS systems.

The setting of the Company DCS has been further updated to include all the criteria for the seat grouping on board based on the areas identified, so that zone number will be printed on boarding cards issued by both web and airport operators.

The purpose of this OP COM is to review and confirm the validity of what has already been presented in OP COM 10/2024; for more technical details it refers to contents included in the presentation created on purpose by ITA Airways DCS Team and distributed together with this communication.

Effective date June 5th, 2024

Procedure

The introduction of the new zone boarding standard does not have impacts on the current times of presentation of operators assigned to the gate, on the due checks to be carried out before boarding to guarantee the full functionality of the facilities and the operational procedures to start boarding according to "automatic" mode or later due to various operating scenarios.

As a general rule, boarding economy class will continue to follow the logic of "back to front" to make accommodation of passengers on board easier and more functional, starting from the bottom of the cabin.

As an exception to this rule the boarding of the aircraft A321neo will always be performed for the economy class according to the principle of "front to back" to safeguard the principles of safe weight&balance and to minimize the risk of "tale tipping".



The new boarding standard doesn't impact the opportunity to handle:

- ☐ pre or post boarding for passengers belonging to special categories (UMNR, PRM, etc.);
- ☐ baggage collection according to current operational guidelines and, among passengers queuing at gate, starting preferably from those of economy class boarding after priority passengers.

In order to facilitate the correct storage on board of cabin baggage in the overhead compartments and to ensure that its accommodation is as close as possible to the actual seats occupied by passengers, it has been agreed with ITA Airways Flight Operations Division that at the beginning of boarding and until passengers with the seats assigned in the front rows of the economy class will be boarded, cabin crew on duty will take care to keep the overhead bins closed above the first four rows of the economy class.

All aircraft will have two boarding zones dedicated to high value and priority customers (families with children and passengers with economy comfort seats included) identified as Zone 1 and Zone 2.

In addition to the two zones dedicated to high value and priority customers, economy class will be divided into:

- 3 Zones on A220/A319/A32S aircraft
- 4 zones on A32Q/A32N/A330/A339/A359 aircraft

After boarding of high value and priority passengers, it would be possible to board the other passengers according to the areas listed below:

- Zone 3
- Zone 4
- Zone 5
- Zone 6
- Zone 7 (currently not implemented but ready for further enhancements)
- Zone 8 (all passengers who, due to any reason, may not have another zone assigned)

Note: for flights operated with the aircraft A321neo that will always board the economy class according to the principle of "front to back" the order of zones called for boarding will remain the same but each zone will be associated to different row numbers.

For the definition of zones on the various aircrafts, as well as for some specifications of allocation of zones set by the system on multiple PNR, operators are invited to refer to the *Zone Boarding* presentation prepared by the ITA Airways DCS Team which will be distributed attached to this OP COM.



New airport boarding announcements coherent with the new standard have been distributed to all stations. Gate agents are requested to perform the relevant boarding announcement and to board passengers according to the provisions of new procedure that will consider the shared criteria (commercial value, membership tier of Volare program and cabin class, etc...).

Deployment of signages and communication facilities is in progress; stations will receive what agreed according to different airport logistic.

The new zone boarding standard will be applied to:

- a) all flights departing from airports of the network where the assistance procedures are managed through the Company DCS (ALTEA CM/FM partition ITA Airways);
- b) flights departing from airports of the network where the assistance procedures are managed in the ground handling system of AMADEUS (ALTEA GH), with the exception of those with local settings and boarding passes not yet aligned to the ITA Airways system.

It will not be possible, instead, due to the lack of connection between systems, apply boarding zones for those flights departing from permanent or seasonal airports of the network assisted with other and completely different DCS (by way of example IPort DCS).

As a result, passengers whose itineraries include transit points, will receive boarding passes with details of the boarding zone associated to the seat only if system operated by the airport of origin will be able to generate this information.

Similarly, also charter flights with seat allocation will follow the logic described above.