easyJet AI for standby crew and crew planning

IMPLEMENTED 2024–2025 · TRANSPORT AND LOGISTICS · UK · BAND E · CLAIMED ONLY
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easyJet opened a control centre in May 2024 with AI tools to predict standby crew needs and recommend crew options. No result has been reported for the crew tools; easyJet credits its 2025 punctuality gain to more crew, firmer turnarounds and simulation.

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

No measurable effect: no results reported.

AI used: AI tools to predict standby crew requirements and recommend crew options, plus Jetstream, a generative AI tool for operational manuals; how the crew tools work is not reported.

Implemented: 2024–2025. Grade: band E, No measurable effect, Claimed only.

Headline result, as reported: AI said in May 2024 to help predict standby crew needs; easyJet's 2025 annual report says it is still exploring AI to improve crew scheduling, with no result reported

1 · The case

The facts, as reported by the 5 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

easyJet plc. UK-based low-cost airline; its Luton control centre has more than 250 specialists managing more than 340 aircraft and around 2,000 flights a day, by easyJet's account. Canvas block: 4. Operations and process. Also 6. Data and technology, 8. Governance and risk.

Business challenge

The challenge. The control centre's crewing teams make sure pilots and cabin crew are correctly allocated to flights, while Europe's busy airspace brings frequent disruption, by easyJet's account. easyJet presented predicting where standby crew are needed as a way to reduce delays and disruption costs.

How it was addressed. In May 2024 easyJet opened a new Integrated Control Centre in Luton. It said AI was embedded in daily practice there, with tools to help predict standby crew requirements and a crew planning tool that recommends and selects crew options. Staff were also given Jetstream, a bespoke generative AI tool holding information from eight operational manuals. easyJet said it planned to put AI tools in pilots' and crew's hands in the following months, and its chief executive described a rapid deployment team working on 250 live use cases. Its 2025 annual report says it is exploring AI to improve crew scheduling, and that data, automation and simulation tools helped it refine crew rosters to reduce fatigue risks. [1] [2] [3] [4] [5]

Who implemented it

easyJet describes Jetstream as bespoke and its chief executive cites an internal rapid deployment team; suppliers are not reported.

Technology (SEAM pillar E)

SEAM types: T8 Predictive / ML models. Deployment: Not reported. Vendors and products: Jetstream.

Where it was built in: Used by crewing and network control teams in the Luton Integrated Control Centre; Jetstream holds information from eight operational manuals.

What changed

Before: Not reported. After: control centre staff have AI tools for standby crew prediction and crew options, and Jetstream for manuals, by easyJet's account. No change in standby levels, delays or crew costs has been attributed to these tools. [1] [2] [3] [4] [5]

What it cost

Not reported

What it saved

Not reported for the AI crew tools. easyJet credits its FY25 rise in on-time performance and a material reduction in disruption compensation and welfare costs to more crew, a focus on turnaround times and simulation; AI is not named as a cause. [1] [2] [3] [4] [5]

Governance and control

The board's Safety & Operational Readiness Committee, made up of independent non-executive directors, held an AI utilisation deep dive in September 2025 and was assured that human oversight is built into all AI tools. Owner and measures for the crew tools: Not reported.

S2 · Accountable owner · Claimed

Gill Baudot, director of network control, speaks for the control centre; the board's Safety & Operational Readiness Committee reviewed AI use in September 2025. [1] [4]

A1 · Safe use · Not reported
Not reported.

A2 · Human in the loop · Claimed
The committee was assured that strong governance is in place, with human oversight built into all AI tools, by easyJet's annual report. [4]

A3 · Monitoring and assurance · Claimed
The committee agreed to keep monitoring AI progress; no measures for the crew tools are reported. [4]

A4 · Vendor AI · Not reported
Suppliers of the crew tools and Jetstream are not reported.

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Not reported
Not reported.

What worked, what did not, what is unproven

WORKED

– Not reported

DID NOT

– Not reported

UNPROVEN

– Whether the standby crew and crew planning tools changed standby levels, delays or costs: Not reported.

– How the tools work and who supplies them: Not reported.

– Whether AI tools reached pilots and crew as planned in May 2024: Not reported in the sources opened.

Timeline

May 2024 easyJet opens its new Integrated Control Centre in Luton with AI tools for standby crew and crew planning, and the Jetstream generative AI tool [2]

2024 Annual report credits Jetstream with more accurately predicting standby crew requirements and recommending crew options [3]

Sept 2025 Board Safety & Operational Readiness Committee holds an AI utilisation deep dive, including AI that helps manage fatigue risks [4]

Nov 2025 Full-year results credit a three-point rise in on-time performance to more crew, turnaround focus and simulation [5]

2025 Annual report says easyJet is exploring AI to improve crew scheduling [4]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: E, No measurable effect. Proof: Claimed only. Level of change: Not graded.

No level assessed: band E, no results reported for the AI crew tools.

The SEAM view and lessons learnt

easyJet's punctuality improved in 2025, and the company credits more crew, firmer turnaround times and network simulation. The sources do not separate any effect of the AI crew tools from these measures, and the 2025 annual report still describes AI for crew scheduling as being explored. Before copying, a leadership team should ask how a standby prediction will be judged against current planning, and who is accountable when a recommended crew option proves wrong.

1. Set a baseline for standby use and delays before switching on prediction tools.
2. Report each AI tool's results apart from wider resilience spending.
3. Keep a named person accountable for crew decisions that AI recommends.

Evidence

Score 1 of 4. Self-reported: company announcements, annual reports and results, with no result for the AI crew tools.

Evaluation method. No evaluation reported: company announcement and annual report statements only.

Sources disagree. easyJet's May 2024 release lists standby crew prediction and crew planning tools alongside Jetstream, a generative AI tool for manuals; its 2024 annual report says Jetstream itself helps by more accurately predicting standby crew requirements and recommending crew options. The 2025 annual report says easyJet is exploring AI to improve crew scheduling.

Status. Ongoing: the Safety & Operational Readiness Committee agreed to keep monitoring AI tools as they are developed and rolled out.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/easyjet-ai-standby-crew-planning

[1] easyJet: easyJet opens new AI equipped operations control centre
https://www.easyjet.com/en/news/story/easyjet-opens-new-ai-equipped-operations-control-centre

[2] LBC (PA): EasyJet uses AI to better manage flights from new control centre
https://www.lbc.co.uk/article/29f4f377e75b4acb9f9a699feead21a9-5Hjckcd_2/

[3] easyJet plc: Annual Report and Accounts 2024
https://s203.q4cdn.com/522538739/files/doc_downloads/2024/12/easyJet_AR24_web.pdf

[4] easyJet plc: Annual Report and Accounts 2025
https://s203.q4cdn.com/522538739/files/doc_financials/2025/ar/easyJetARA25_DIGITAL_sm.pdf

[5] easyJet plc: Results for the twelve months ended 30 September 2025
https://s203.q4cdn.com/522538739/files/doc_financials/2025/q4/FY25-RNS.pdf

easyJet plc website: https://www.easyjet.com

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