



# Louisville Muhammad Ali International Airport (SDF)

Whiz and EMMA Case Study



**ICE ROBOTICS**



## OVERVIEW

# Cleanliness is Top Priority.

The Louisville Muhammad Ali International Airport (SDF) is a 360,000 square foot facility with 180,000 square feet of flooring that sits on 1,500 acres. In 2019, the airport saw over 4.2 million people pass through its doors along with over 5 billion pounds of cargo. The airport is home to UPS Worldport, their international air express hub and is the second busiest airport in North America in terms of cargo traffic.

“We have 180,000 square feet of flooring and our goal is to have it cleaned every single day for our passengers.”

Darrell Watson is the Vice President of Strategy and Innovation. His job requirements consist of overseeing terminal operations, airfield operations, marketing, air service development and public relations, on top of innovative strategies the airport is trying to implement. Airport cleanliness falls under his job responsibilities and he works closely with Director of Terminal Operations, Greg Bunten to ensure cleanliness of the terminal is top priority.

Darrell Watson,  
Vice President of Strategy and Innovation



## THE CHALLENGE

# Efficient Processes.

The challenge for the cleaning team is simply the size and nature of the business. The airport is open 24 hours a day 7 days a week and there is never a down time when the staff can get in and complete a large floor cleaning. “This means we need to be really efficient in our cleaning process and be respectful of the passenger traffic throughout the facility,” says Watson.

The airport has multiple types of flooring surfaces that need cleaning each day, a large majority of which is hard surface flooring. However, there is a significant amount of carpeted flooring in each of the gate hold areas for each airline.

## THE SOLUTION

# Innovation.

Partnering with ICE Robotics and bringing on two units of Whiz and two units of EMMA was part of the strategic plan for addressing the time constraints and amount of space to be cleaned.

“As an organization we are always striving to find innovative solutions that drive process improvement and create employee efficiencies in the workforce” and adding Whiz and EMMA is a solution that made sense.

Watson and his staff are always working to make Louisville's airport environment as pleasant as possible for passengers. A unique part of adding Whiz and EMMA to work alongside staff is that the robots can be left to work on the floors while staff can focus on the higher priority cleaning tasks.





## THE RESULTS

# Increased Productivity.

For Watson and his team, ROI is about efficiency as it's related to cleaning staff hours. "Staffing hours are critical for janitorial cleaning, [as we are] cleaning all the time; so when we are able to recover hours of staff time, to be able to take Whiz and EMMA and put them in an area so staff can go clean elsewhere—we're talking a week or even a year of many hours that are recovered to do other work besides floor cleaning."

In fact, Watson and his team estimate they are saving at least 16 hours a day. He goes on to point out "With any technology sometimes it takes a while to optimize that time to realize savings. Right now, even in early stages, we're saving 16 staff hours a day and in a year's time that is just under 6,000 hours that we're freeing staff to do other critical cleaning elements throughout the terminal."

**6,000 Hours**  
gained in a year



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833-423-7626 | [us.icecobotics.com](https://us.icecobotics.com) | [clientcare@icecobotics.com](mailto:clientcare@icecobotics.com)