



# POST EVENT REPORT



**TUESDAY 24 FEBRUARY 2015**



*'Suncorp Stadium' is a venue of Stadiums Queensland, managed by AEG Ogden  
(Brisbane Stadium Management) Pty Ltd*

## 1. EVENT OVERVIEW

Suncorp Stadium hosted the Foo Fighters %Sonic Highway+ world tour on Tuesday 24 February 2015.

Detailed planning was undertaken to identify and minimise potential adverse impacts on the local community in accordance with the Major Sports Facilities Regulations 2002 for Special Events.

A specific Operational and Transport & Traffic Management Plan was developed for the Concert and provided to the Stadium Management Advisory Committee (SMAC), Transport Coordination Group (TCG) and Stadiums Queensland as required in the Regulations.

A dedicated Call Centre was established for the concert period for the general public to contact the Stadium on any issues arising either during the bump in and bump out periods or during the concert itself. A local community letterbox drop was also conducted to provide residents and local businesses within the Lang Park Traffic Area with as much information on the Event as possible.

There were a total of 31 medical issues on the night, with most as a result of minor headaches or heat effect. The weather on the day was hot and humid.

In summary, the concert was deemed to be a success.

Key deliverables for the Concert were:

Attendance	39,851
Complaints / Compliments	Two noise complaints to the Call Centre were received from local residents during the main act. Both complainants were called back and spot measurements recorded at these locations confirmed that the external criteria of 70 dB(A) was not being exceeded. No complaints were received post-concert. In addition, the Stadium received three Facebook compliments and 12 email and three Facebook complaints about a range of issues including seating, ticketing / prices, patron behavior (including smoking), crowd control and sound quality.
Media	Media coverage leading up to and after the concert was positive.
Social Media	The Stadium website, together with Facebook and Twitter were utilized to communicate key event and operational messages regarding the concert to patrons. Questions regarding these messages and other issues were all responded to.

Crowd Management	There were no queuing problems or delays with patrons entering the Stadium. However, with a number of late arrivals and the earlier start time of 7.45pm, there were some congestion issues bringing patrons onto the field area and wrist-banding them, resulting in complaints from patrons seated in the front rows of the seating bowl.
Security and Police	There were a total of 20 evictions on the night. Stadium Security evicted six patrons for intoxication and eight patrons for behavior issues. Queensland Police evicted a further six patrons but details of these offences have not been provided.
Transport	No delays or issues were experienced with Public Transport. Crowds cleared within 60 minutes.
Noise Monitoring	The Stadium's noise consultant, Cardno reported that the concert complied with the requirements of the MSFA Act regarding internal and external noise measurements at concerts. Spot measurements were undertaken at two local residences following complaints and it was confirmed that the external criteria of 70dB(A) was not being exceeded.

## 2. OPERATIONS

### 2.1 Attendance and ticketing

#### 2.1.1 Concert Program

Public Gates A, B, D & E and Corporate Gates C&F Opened	17:00
First Support Act Commenced . <b>THE DELTA RIGGS</b>	17:50
Second Support Act Commenced . <b>RISE AGAINST</b>	18:35
Main Act Commenced . <b>FOO FIGHTERS</b>	19:45
Main Act Concluded . <b>FOO FIGHTERS</b>	22:30

#### 2.1.2 Tickets Sold

Field Capacity	16,661
Grandstand seating	23,217
Corporate seating	665
No shows	(692)
<b>ACTUAL ATTENDANCE</b>	<b>39,851</b>

## **2.2 Local Residents Management**

### **2.2.1 Call Centre Operations**

The Stadium established a Concert Hotline for local residents and businesses from Saturday 21 February 2015 to Wednesday 25 February 2015 including the concert night, specifically for issues relating to the concert. The hotline was manned by trained Stadium staff during the following times:-

Saturday 21 February 2015	0900 . 1600
Sunday 22 February 2015	0900 . 1600
Monday 23 February 2015	0900 . 2030
Tuesday 24 February 2015	0900 . 2330
Wednesday 25 February 2015	0900 . 1600

To assist with major complaints or issues, Call Centre operators had direct access to the Stadium's main control room and management team to obtain specific advice.

The general Stadium number (07 3331 5000) was also operational during normal business hours as was the Stadium Security number (07 3331 5168) after hours. All calls logged by Call Centre operators were responded to either by a return call or in writing by Stadium staff no later than Monday 2 March 2015. Callers were given information on what action was taken in response to their call and the subsequent outcomes.

### **2.2.2 Call Centre Report**

There were two complaints received to the Hotline on the night of the concert from local residents/businesses in Moreton St, Paddington and Dowse St, Paddington. Spot measurements were undertaken at both local residences following these complaints and it was confirmed that the external criteria of 70dB(A) was not being exceeded.

## **2.3 Noise Management**

The Stadium engaged Cardno as its specialist acoustic consultant. Cardno had conducted initial modelling to assist with the noise control measures during planning for the concert.

As part of this process, Cardno monitored noise levels at 15 minute intervals from inside the Stadium at the mixing console which was located approximately 35 metres from the front of house loudspeakers. External noise monitoring was also conducted at the following locations as required by the Major Sports Facilities (MSFA) Regulation 2002, schedule 2:-

- 8 / 5 Petrie Terrace, Brisbane
- 15 Plunkett Street, Paddington
- 36 Judge Street, Brisbane
- 26 Princess Street, Brisbane
- 31 Isaac Street, Milton

Cardno measured noise in compliance with the Environmental Protection Agency's Noise Measurement Manual.

During the Event, including rehearsals and sound tests, the Stadium ensured that one of its employees or contractors:-

- (a) was present at the sound mixing desk for the Event and is able to exercise ultimate control on the noise levels from the sound amplification equipment;
- (b) could conduct and communicate with all of the acoustic consultants conducting the monitoring of the noise levels from the Event; and
- (c) was able to report sound levels to Stadium Management at all times

In summary, Cardno said: %Concert noise emissions measured during the Foo Fighters concert, support acts and sound checks indicated compliance with the MSFA Regulation for all external noise monitoring sites+and %at the Stadium internal monitoring location+.

%While music noise inside the Stadium was generally the same as previous concerts, noise at receivers on the northern and western side of the venue appeared to be subjectively higher than the measured and perceived for previous concerts with a standard north-easterly prevailing wind condition. This was expected due to the light south-easterly / easterly winds experienced during the day+.

## **2.4 Local Issues Management**

### **2.4.1 Noise Levels**

As per 2.2.2 . Call Centre Report

### **2.4.2 Limousines & Parking**

Limousine parking in Parkview and Mayneview Streets was monitored closely and was in line with the usual arrangements for other major Stadium events. Barriers and Security guards were placed at either end of Blaxland Street to ensure it was not used for drop-offs and pick-ups and Queensland Police were present in that street post-event to control noise and patron behaviour. Limousine take up for this event was very low.

There were 279 parking infringement tickets issued.

### **2.4.3 Taxis**

Taxi demand was high after the concert. Queues were managed by Taxi Council of Queensland staff with the taxi rank cleared by midnight. There were no complaints or significant incidents regarding taxis.

#### **2.4.4 Patron Behavior Post Event**

The Suncorp Stadium Traffic Plan which was implemented post-concert, ensured patrons travelled safely to major transportation hubs and other destinations.

Queensland Police and Traffic Control Officers were present during this period to monitor patron behaviour and flow to surrounding areas. Queensland Police also monitored local areas for one hour post-event and were on standby to be dispatched to locations should complaints arise.

There were no patron behaviour issues after the concert.

#### **2.5 Additional Patron Services**

The following requirements were identified and implemented:-

- Specific pathways created to enable patrons to move onto and off the field of play area;
- Additional catering and toilet facilities provided to cater for patrons on the field of play.
- Specific queuing areas were set up for the GA patrons as for previous concerts. We provided shelter, information staff, toilets and phone recharge points for these patrons waiting.

#### **2.6 Transport and Traffic**

The Integrated Transport System again operated for this concert with a high level of patronage of public transport services recorded. Clearance was achieved in one hour.

The Stadium fine-tuned its Traffic Management Plan taking into consideration the audience demographics and feedback received from patrons in advance of the concert. The plan worked well and there were no significant issues.