

# POST EVENT REPORT



**SATURDAY 28 NOVEMBER 2015**

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

# 1. EVENT OVERVIEW

Suncorp Stadium hosted the Ed Sheeran ‘X’ tour 2015 on Saturday 28 November 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.

Key deliverables for the concert were:

Attendance	46,135
Complaints / Compliments	One noise complaint via the Call Centre was received from a local resident during the support act due to the amount of bass noise. A spot measurement was recorded at his location which confirmed the external criteria of 70 dB(A) was not being exceeded. A total of 17 emails & social media posts on a range of issues arising from the concert were received. These included three compliments from patrons about Stadium staff on the night. A Blaxland Street resident complained about not being allowed through the blocked roads to access her property. This was rectified immediately.
Media	Media coverage leading up to and after the concert was positive.
Social Media / Website	There was positive feedback from patrons about event information provided to them via the Stadium Website, Facebook and Twitter pages leading up to the concert.
Crowd Management	There were no queuing problems or delays in entering the Stadium. Egress went smoothly. There were delays of just over an hour following the concert for patrons collecting backpacks and bags. This was as a result of the change in policy following heightened terrorist activities internationally, prompting the Promoter to request a restriction on all backpacks and bags larger than A3 from entering the venue. Approximately 1,000 bags were cloaked despite numerous social media posts and EDM's directed at concertgoers.
Security	There was 1 arrest and 1 eviction for intoxication. Other issues include 1 liquor Seton, 1 lost child and 9 cases of fraudulent ticketing.

Transport	No delays or issues were experienced with Public Transport. Due to the issues with cloaking collections following the concert, transport services operated for an additional 20 minutes to ensure all patrons were able to utilize services.
Noise Monitoring	The Stadium's noise consultant, Cardo reported that the concert and sound checks fully complied with the requirements of the MSFA Act regarding noise measurements. A spot check was undertaken at one local residence 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

The concert concluded within the Stadium's curfew of 22:30. Concert running times were:

Public Gates A, B, D & E and Corporate Gates C&F Opened	16:30
First Support Act Commenced – <b>FOY VANCE</b>	18:00
Second Support Act Commenced – <b>PASSENGER</b>	18:30
Third Support Act commenced – <b>RUDIMENTAL</b>	19:20
Main Act Commenced – <b>ED SHEERAN</b>	20:30
Main Act Concluded – <b>ED SHEERAN</b>	22:15

#### 2.1.2 Tickets Sold

Ticketing was conducted by Ticketek as agent for the Stadium. Tickets sold were:

Field Standing	15,019
Grandstand seating	31,370
Corporate seating	310
No shows	(564)
<b>ACTUAL ATTENDANCE</b>	<b>46,135</b>

## **2.2 Local Residents Management**

### **2.2.1 Call Centre Operations**

The Stadium established a Concert Hotline for local residents and businesses from Friday 27 November and on the day of the concert, Saturday 28 November, 2015. The Hotline was manned by trained Stadium staff during the following times:-

Friday 27 November 2015	0900 – 2030
Saturday 28 November 2015	0900 – 2330

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 by a return call from Stadium staff immediately.

### **2.2.2 Concert Hotline Report**

There was one complaint received from a local resident in Moreton Street to the Concert Hotline. A spot measurement was taken at this location following the complaint and the external criteria of 70dB had not been 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

Cardno's results indicate that noise emissions inside the Stadium fully complied with the internal EPP criteria for the duration of the concert and sound checks

Measured noise levels also fully complied with the EPA's special Events noise criteria of 70dB(A) at all external locations throughout the sound checks and concert.

## **2.4 Issues Management**

### **2.4.1 Noise Levels**

See 2.2.2 – Concert Hotline 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 298 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 Behaviour 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.

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

## **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.
- Due to the nature of the crowd, a 'Tag a Child' system was implemented where patrons with younger children were able to get a wristband for their children to record details of their seating and phone number in case they were lost. This service was appreciated by patrons who utilized the service.

## **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. Due to the issues with cloaking collections following the concert, transport services operated for an additional 20 minutes to ensure all patrons were able to utilize services. Clearance was achieved in 80 minutes.

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.