



**SUNCORP
STADIUM**

Post Event Report

Queen + Adam Lambert

Rhapsody Tour

Wednesday 13 February 2020



Table of Contents

I.	Event Overview	2
II.	Operations	3
	2.1 Attendance and Ticketing	
	2.2 Local Residents Management	
	2.3 Noise Management	
	2.4 Issues Management	
	2.5 Additional Patron Services	
	2.6 Traffic and Transport	

Event Overview

Suncorp Stadium hosted the Queen + Adam Lambert Rhapsody Tour concert on Wednesday 13 February 2020.

Detailed planning was undertaken to identify and minimise potential adverse impacts on the local community in accordance with the Major Sports Facilities Regulation 2014 for Special Events.

A specific Operational and Transport & Traffic Management Plan was developed for the concert and presented 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 periods to enable the general public to contact the Stadium on any issues arising either during the bump-in, bump-out periods and 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 relevant information pertaining to the events.

The extremely wet weather presented a number of challenges with the late arrival of patrons to the stadium and their reluctance to move onto the field resulting in a 15 minute delay to the start time. The rain persisted throughout the entire concert however the overall atmosphere and feedback from patrons regarding the concert were positive.

Key deliverables for the concerts were:

Attendance	39,756
Complaints/ Compliments	There was over 700 comments and messages mostly concerning the status of the concert due to the weather conditions with some suggesting the concert should be cancelled. During and after the event, we received over 300 positive comments regarding the quality of the concert. Post event we received 5 written complaints and 2 compliments. Post-event, 3 complimentary emails.
Media Social Media/Website	Media coverage leading up to and after the concert was positive. The Stadium website and social media platforms were utilized to communicate important event information. All comments were monitored and questions answered where necessary. Patron feedback from the concert was received.
Crowd Management Security	The crowd overall was extremely compliant and well behaved. There were 8 evictions for intoxication/behavior and 0 arrests. Random wandung and 100% bag searches were conducted at all gates. A total of 22 staff were employed to conduct the wandung.
Noise Monitoring	The Stadium's noise consultant, Cardno advised that internal Stadium criteria was complied with at all times during the concert and sound checks. There were also no exceedances in the external locations. All measurements throughout the concert and sound checks were rain effected with moderate to heavy rain periods throughout the entire monitoring period. Externally, Cardno deployed staff to locations around the Stadium for testing and all levels complied with the legislation.

Operations

2.1 Attendance and Ticketing

2.1.1 Concert Programme

The concert concluded before the Stadium's 10.30pm curfew.

The concert running times were as follows:

VIP Gate Opening – Gate A for Milton Room	5.15pm
VIP Gate Opening – Gate A for Stadium Members Dining	5.55pm
Public Entry Gates A, B, D & E	6.00pm
Corporate Entry Gates C & F	6.00pm
Main Act Commenced *	8.15pm
Main Act Concluded	10:30pm

** concert delayed by 15 minutes due to slower entry by patrons as a result of rain.*

2.1.2 Tickets Sold

Field – Seating	10,219
Grandstand Seating	30,120
Corporate Seating	881
Total Sales	41,220

TOTAL ATTENDANCE: 39,756

**There were 1,464 no shows*

2.2 Local Residents Management

2.2.1 Call Centre Operations

The Stadium established a Concert Hotline for local residents and businesses. The Hotline was manned by trained Stadium staff during the following times:

Tuesday 12 February 2020 0900 – 2030

Wednesday 13 February 2020 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 were no noise complaints from local residents during the event.

2.3 Noise Management

Cardno 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 50 metres from the front of house loudspeakers. External noise monitoring was also conducted at the following locations as required by the Major Sports Facilities Regulation 2014:

- 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 events (including rehearsal and sound test), the Stadium ensured that one of its employees or contractors:

- (a) was present at the sound mixing desk for the event and was 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 events; and
- (c) was able to report sound levels to Stadium Management at all times

2.4 Issues Management

2.4.1. Noise Levels

Noise monitoring was carried out at the five residential sites surrounding the Stadium as specified in Clause 7 of the MSFA Regulation and at the mixing console located within the Stadium bowl.

The MSFA Regulation requires that noise monitoring is carried out in accordance with the Queensland Government Environmental Protection (Noise) Policy 1997 (EPP Noise). Therefore the results of the noise monitoring analysis have been compared with the noise emission criteria specified schedule 3A "Acoustic Quality Compliance for Special Events" from this policy.

Cardno noted that the internal Stadium criteria was complied with throughout the concert and during sound checks.

There were no exceedances at the external monitoring points. Cables were chewed through at one of the monitoring points by the resident's dog and as a result, no readings were available from Isaac Street. It should be noted that all measurements recorded throughout the sound checks and concert were rain affected with moderate to heavy rain periods recorded throughout the entire monitoring period. No noise complaints were made during the entire sound check and concert period.

It should be noted, under Queensland EPA Noise Measurement Manual guidelines, that noise measurements should not be carried out during rain periods, so most measurements during this assessment are not strictly valid (as the higher rainfall affected noise levels than just noise from the stadium emissions alone).

2.4.2. Limousine and Parking

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

A total of 91 parking infringement notices were issued during the event.

2.4.3. Taxis

Taxis were in high demand after the concert. Queues were managed by Taxi Council of Queensland and there were no reported issues or complaints.

The venue will continue to work with QPS and Security to protect the integrity of the Traffic and Transport Plans which are designed to minimize traffic in the area for the benefit of local residents and the dispersal of patrons. This includes continuing to manage the access of ride sharing services.

2.4.4. Patron Behaviour Post Event

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

Queensland Police and Traffic Control officers were present during these periods to monitor patron behavior and flow to surrounding areas. The 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 behavior issues reported 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 in the nearby carpark
- EFTPOS facilities provided in the carpark to ensure patrons didn't have to return to the concourse
- Additional merchandise locations installed around the main concourse to deal with the demand for concert merchandise
- Facilities outside the Stadium for patrons arriving early and for any parents waiting for children after the concert

2.6 Traffic and Transport

The integrated Transport System operated for this event with services running for three hours prior to the main act. As normal, patronage on public transport services was extremely high, but clearance was achieved within one hour of the conclusion of the concert.