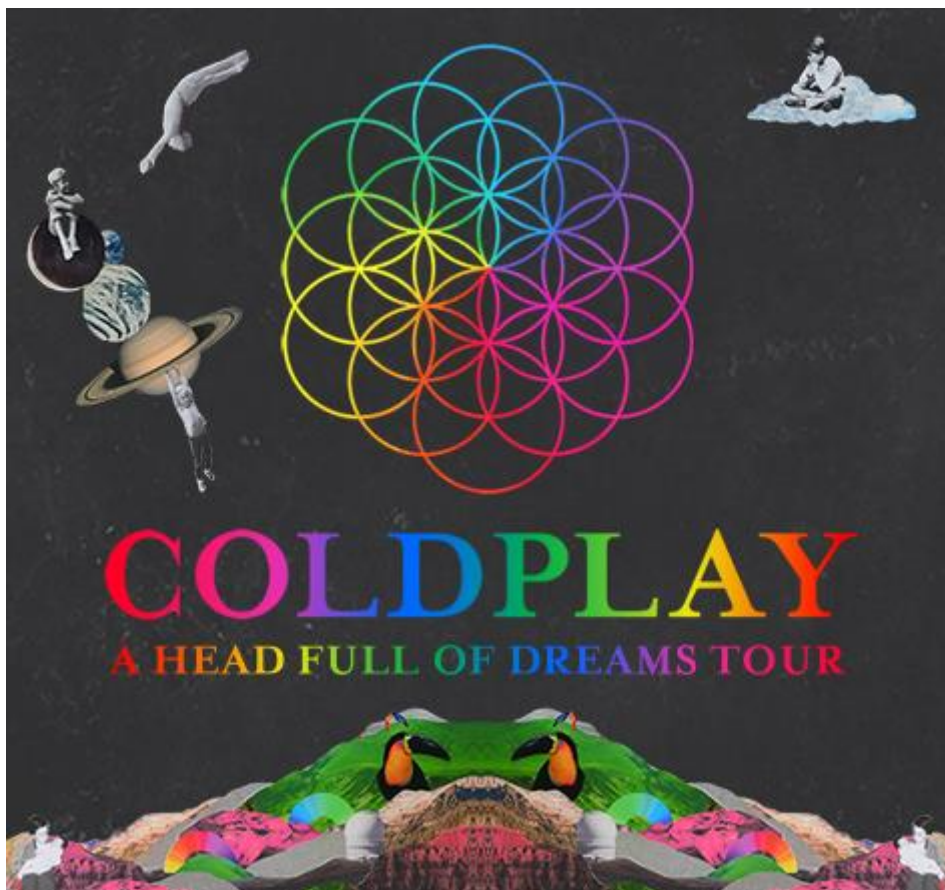


POST EVENT REPORT



TUESDAY 6 DECEMBER 2016

1. EVENT OVERVIEW

Suncorp Stadium hosted the Coldplay 'A Head Full of Dreams' tour concert on Tuesday 6 December 2016.

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	51,059
Complaints / Compliments	Two residents called the Call Centre to complain about noise during the concert. A total of 16 emails & social media posts on a range of issues arising from the concert were received. The 4 compliments were in relation to Stadium event staff. Of the 12 complaints, 4 related to security, 5 to ticketing / sight obstruction, 1 about lights on in a corporate suite, 1 about egress and 1 about the cost of bottled water.
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 issues of significance to report.
Security	There were 2 evictions, one for being in an unauthorized area and the other for not following a direction of a security guard.
Noise Monitoring	The Stadium's noise consultant, Cardo reported that internal criterion was complied with throughout the concert and sound checks. External criterion was exceeded at one monitoring location but Cardo have attributed this to people in close proximity to the monitoring equipment rather than the concert itself.

2. OPERATIONS

2.1 Attendance and ticketing

2.1.1 Concert Program

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

VIP Entry through Gate C Open	17:25
Public Gates A, B, D & E and Corporate Gates C&F Opened	17:40
First Support Act commenced – JESS KENT	18:15
First Support Act concluded – JESS KENT	18:45
Second Support Act commenced – LIANNA LA HAVAS	19:00
Second Support Act concluded – LIANNA LA HAVAS	19:45
Main Act Commenced – COLDPLAY	20:15
Main Act Concluded – COLDPLAY	22:23

2.1.2 Tickets Sold

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

Field – General Admission	18,885
Grandstand seating	30,039
Corporate seating	1,137
VIP Packages	998
ACTUAL ATTENDANCE	51,059

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:

Monday 5 December 2016	0900 – 2030
Tuesday 6 December 2016	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

Two residents – one from Quay St, City and the other from Highgate Hill – contacted the Call Centre to complain about noise. Both were advised that noise from the soundchecks and concert were within the permitted levels.

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 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 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 summarized that the internal Stadium criterion was complied with throughout the concert and sound checks. The external criterion was exceeded at one monitoring location but Cardno have attributed this to people in close proximity to the monitoring equipment rather than the concert itself.

2.4 Issues Management

2.4.1 Noise Levels

The two callers to the Call Centre were advised that the noise was within the permitted levels.

Cardo noted in its report that there was a moderate north north-easterly breeze during the sound checks which may have influenced the noise emissions from the stadium to sound louder than usual to the south of the Stadium.

The Stadium contact the Quay Street resident by telephone and the Highgate Hill resident by email the day after the concert to address any further concerns.

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.

Uber drivers did create some congestion in the area and resources were deployed to manage this congestion. This matter will be raised with the Stadium's Traffic Control Group to develop mitigating strategies for the future.

There were 237 parking infringement tickets issued.

2.4.3 Taxis

Taxi demand was high after the concert. Queues were managed by Taxi Council of Queensland staff. There was a large number of patrons utilizing the services which took until approximately 12:30am to clear. However, 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 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 on the field of play.
- EFTPOS facilities were also implemented in the car park to avoid patrons having to return to the main concourse to obtain cash.
- Misting fans were trialled on the northern plaza for the early queue patrons to reduce heat related issues whilst waiting in line. This was greatly appreciated by the fans.

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 from the Stadium.