



# POST EVENT REPORT



**WEDNESDAY 11 FEBRUARY 2015**

## 1. EVENT OVERVIEW

Suncorp Stadium hosted the One Direction 'On the Road Again' tour 2015 on Wednesday 11 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 29 medical issues on the night, with a vast majority 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	32,899
Complaints / Compliments	<p>Two noise complaints (one via the Call Centre and one via email) 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.</p> <p>The venue received a number of compliments from patrons on the night and through social media about Stadium staff. An email from the concert promoter Nine Live was highly complimentary and rated the Stadium 'the top of the tree' of all six of their One Direction outdoor concert venues in Australia.</p>
Media	Media coverage leading up to and after the concert was positive.
Social Media / Emails	There were a large number of positive comments about event information provided to patrons via the Stadium Website, Facebook and Twitter pages leading up to the concert. In addition, one negative comment was received via email about noise . referred to above

	Also, there was a significant increase in the number of followers on the Stadium Twitter page after a Stadium post was retweeted more than 35,000 times, including by one of the band members.
Crowd Management	There were no queuing problems or delays in entering the Stadium. Egress went smoothly.
Security	There was 1 arrest and 1 eviction from the venue for intoxication. No other security concerns experienced.
Transport	No delays or issues were experienced with Public Transport. Crowds cleared within 60 minutes.
Noise Monitoring	The Stadium's noise consultant, Cardo reported that the concert generally complied with the requirements of the MSFA Act regarding noise measurements at concerts. Spot checks 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	17:30
First Support Act Commenced . <b>SAMANTHA JADE</b>	18:15
Second Support Act Commenced . <b>MCBUSTED</b>	18:35
Main Act Commenced . <b>ONE DIRECTION</b>	20:10
Main Act Concluded . <b>ONE DIRECTION</b>	22:15

#### 2.1.2 Tickets Sold

Field Seating	10,086
Grandstand seating	23,462
Corporate seating	167
No shows	816
<b>ACTUAL ATTENDANCE</b>	<b>32,899</b>

## **2.2 Local Residents Management**

### **2.2.1 Call Centre Operations**

The Stadium established a Concert Hotline for local residents and businesses from Sunday 8 February 2015 to Thursday 12 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:-

Sunday 8 February 2015	0900 . 1600
Monday 9 February 2015	0900 . 1600
Tuesday 10 February 2015	0900 . 2030
Wednesday 11 February 2015	0900 . 2330
Thursday 12 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 16 February 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 from local residents/businesses in Moreton Street and Earl Street to the Concert Hotline. Spot measurements were taken at these locations following the complaints 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

During the concert, wind conditions included a fresh breeze with some moderate gusts, from the east south east and south east, which is unusual at this time of the year. This resulted in noise levels measured to the north and west of the stadium above what would be expected during calm conditions or a north easterly wind which is more prevalent at this time of year.

Cardno's results indicate that noise emissions from the One Direction inside the Stadium complied with the internal EPP criteria for the duration of the concerts and soundchecks, with the exception of one small exceedance of 1 dB(A) at the beginning of One Direction, primarily due to the screaming of the crowd when the band commenced. All subsequent measurements were below the criteria.

Measured noise levels complied with the EPA's special Events noise criteria of 70dB(A) at all external locations throughout the sound checks and concert, with the exception of Petrie Terrace where two consecutive readings above 70dB(A) were recorded, as a result of very high levels of crowd noise.

It was noted that while the music noise inside the Stadium was generally the same as previous concerts, noise at receivers on the southeast side and east side of the Stadium appeared to be subjectively higher than that measured and perceived for previous concerts. This was not expected, due to the wind conditions on the day. It was therefore most likely that the high levels of crowd noise experienced during this concert influenced the noise level at those locations due to their close proximity and clear line of sight to the upper tiers of the Stadium.

It was noted during measurements inside the stadium that the crowd's screaming exceeded the concert noise level by up to 10 dB(A) for sustained periods of time during all measurement periods - at least 5 dB(A) higher than maximum crowd noise contributions measured at previous concerts.

## **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 295 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.

### **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 Flag 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. 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.