



**SUNCORP
STADIUM**

Post Event Report

Paul McCartney “One on One” tour
Saturday 9 December 2017



Event Overview

Suncorp Stadium hosted the Paul McCartney “One on One” tour concert on Saturday 9 December 2017.

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 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 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 event.

Key deliverables for the Concert were:

Attendance	40,150
Complaints/ Compliments	There were no complaints to the Call Centre regarding concert noise or other issues. Post-concert, one complimentary email, seven complementary social media posts, five complaint emails and one social media complaint were received. All complaints were addressed.
Media	Media coverage leading up to and after the concert was positive.
Social Media/Website	Positive feedback from patrons about the event was received via social media
Crowd Management	The crowd overall was extremely compliant and well behaved.
Security	There were 11 evictions for intoxication and 2 arrests for behaviour
Noise Monitoring	The Stadium’s noise consultant, Cardno summarized that the internal Stadium criteria was complied with. There was one slight exceedance attributed to patrons being close to the monitoring equipment rather than noise from the concert itself. The external criterion was exceeded at two monitoring locations which was attributed to an extended period of fireworks associated with one song towards the end of the concert.

Operations

2.1 Attendance and Ticketing

2.1.1. Concert Program

The concert concluded within the stadium's curfew of 10:30pm. The concert running times were as follows:

Sound Check patron entry through Gate A Open	2:30pm
Public Entry Gates A, B, D & E	5:00pm
Corporate Entry Gates C & F	5:00pm
Support Act commenced – DJ Chris Holmes	6:30pm
Support Act concluded – DJ Chris Holmes	7:00pm
Main Act Commenced – Paul McCartney	7:30pm
Main Act Concluded – Paul McCartney	10:30pm

2.1.2. Tickets Sold

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

Field – Seating	10,168
Grandstand seating	30,503
Corporate Seating	739
ACTUAL SALES	41,410

NOTE: There were 1,260 no-shows on the night.

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:

Friday 8 December 2017 0700 - 2200

Saturday 9 December 2017 0830 - 2300

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 complaints regarding noise or other issues during the concert.

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 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 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 Event; and
- (c) was able to report sound levels to Stadium Management at all times

2.4 Issues Management

2.4.1. Noise Levels

Cardno reported that internally, the noise levels complied throughout the concert with the exception of one small exceedance inside the Stadium early in the concert which was attributed to crowd noise.

Externally, there was an exceedance at two monitoring locations due to an extended period of fireworks associated with one song towards the end of the concert.

Cardno also advised the moderate easterly breeze during the concert may have influenced the noise emissions from the Stadium to sound louder than usual at those locations.

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.

159 parking infringement notices were issued at 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.

Ride Sharing services is an ongoing concern for the venue for all events however security reports the usage of these services was reduced compared to previous concerts and events. Security Traffic Control Officers were placed in Blaxland Street to deny entry to Uber drivers trying to use the street to wait for passengers.

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.

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 this period 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 on the field of play
- EFTPOS facilities provided in the car park to avoid patrons having return to the main concourse to obtain cash
- 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
- Child ID wristbands for patrons with younger children to provide contact details for the parents/guardians should they become lost.

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.