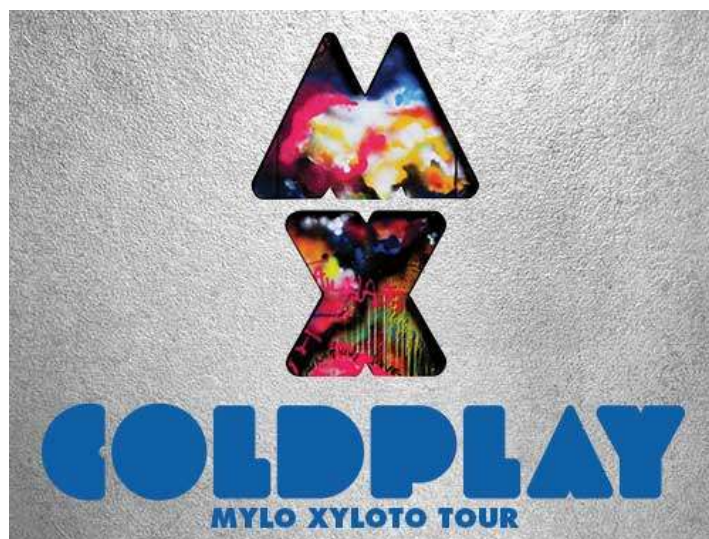




# **GOVERNMENT REPORT**

## **Coldplay: Mylo Xyloto Tour**



**Suncorp Stadium**

**Wednesday, 21 November 2012**



# SUNCORP STADIUM EVENT REPORT

## COLDPLAY: MYLO XYLOTO TOUR

Wednesday 21 November 2012



## 1 EVENT OVERVIEW

### *Event Summary*

The Stadium hosted a Coldplay concert as part of their "Mylo Xyloto Tour" on the 21<sup>st</sup> November 2012.

Detailed planning was undertaken to identify and minimize potential adverse impacts on the local community in accordance with the Major Sports Facilities Regulations 2002 for Special Events.

A specific Operations Management Plan and a Transport 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 within the Lang Park Traffic Area with as much information on the event as possible.

There were minimal issues arising from the concert which was highly successful both commercially and operationally overall. The touring company responsible for the Coldplay tour rated the venue and its management the best they had played in Australia.

Key deliverables for the concerts were:-

Attendance	A total of 52,497 patrons attended the concert.
Call Centre	A total of five calls were received overall, three of which were on the night of the concert. Of those, 1 call related to concert noise, 1 related to a limousine blocking a street during the concert and 1 related to road blocks in Blaxland St.
Media	Positive media coverage leading up to and of the concert itself.
Crowd Management	No queuing problems or delays in entering the Stadium. Egress went smoothly particularly given the large numbers on the field.
Security	No substantial security issues. There were 2 Evictions/Arrests for behaviour and 1 liquor offence issued.
Transport	No delays or issues were experienced with Public Transport. Crowds cleared within 50 minutes.
Noise Controls	The concert complied with the noise limits specified within the regulations. Readings taken at the measuring point within the Stadium were below the 100dB limit and all readings taken externally were below 70dB.
Patron feedback	Excellent feedback was received from concert patrons. Five positive responses were received along with 15 complimentary comments on newspaper blog sites.



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## 2 OPERATIONS

### 2.1 Attendance & Ticketing

#### 2.1.1 Concert Program

Gate C & F Corporate Opening	17:30
Gates A, B, D & E Public Opening	17:30
First Support Act (The Pierces)	18:15
First Support Concluded	18:45
Second Support Act (Temper Trap)	19:00
Second Support concluded	19:50
Main Act (Coldplay)	20:30
Show Concluded	22:20

The concert concluded within the Stadium's curfew time of 22:30.

#### 2.1.2 Concert attendance

The following is a breakdown of the concert attendance:

On Field patrons	19,192
Grandstand patrons	31, 811
Corporates	1494
<b>Actual Attendance</b>	<b>52,497</b>



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## 2.2 Local Resident Management

Comprehensive plans were prepared and implemented to manage issues involving the management of noise for local residents.

### 2.2.1 Call Centre Operations

The Stadium established a 'Concert Hotline' from Saturday, 17 November 2012 to Thursday 22 November 2012 specifically for general public issues relating to the concert. The hotline was staffed by trained Stadium personnel during the following times:

- |                               |                   |
|-------------------------------|-------------------|
| • Saturday, 17 November 2012  | 0900hrs – 1600hrs |
| • Sunday, 18 November 2012    | 0900hrs – 1600hrs |
| • Monday, 19 November 2012    | 0900hrs – 2030hrs |
| • Tuesday, 20 November 2012   | 0900hrs – 2030hrs |
| • Wednesday, 21 November 2012 | 0900hrs – 2330hrs |
| • Thursday, 22 November 2012  | 0900hrs – 1600hrs |

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 of (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 Friday 23 November 2012. Callers were given information on what action was taken in response to their call and the subsequent outcomes.

Comprehensive plans were prepared and implemented to manage issues involving the management of noise for local residents.

## 2.3 Noise Management

The Stadium engaged Cardno Consulting Australia 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 a point 50 metres directly in front of that stage measured at 15 minute intervals. It also continuously monitored the noise levels at the following locations as specified by the Major Sports Facilities (MSFA) Regulation 2002 (Reprint 1C) – Schedule 2:

- 8 / 5 Petrie Terrace, Brisbane
- 15 Plunkett Street, Paddington
- 36 Judge St, Brisbane (a new location)
- 26 Princess Street, Brisbane
- 31 Isaac Street, Milton

**Note: 36 Judge Street was used for the first time, replacing 105 Hale Street as ambient traffic noise at that location impacted on noise readings at previous concerts.**



# SUNCORP STADIUM EVENT REPORT

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Cardno Consulting 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 associated sound checks;
- (b) could communicate with all of the acoustical 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.

In summary, the concert complied with the noise limits specified within the regulations. Readings taken at the measuring point within the Stadium were below the 100dB limit and all readings taken externally were below 70dB.

## **2.4 Local Issues Management**

### **2.4.1 Noise Levels**

The one sound complaint received was relayed immediately to Cardno and sound engineers were dispatched to the complaint location to take readings. It was determined that the noise was inside the allowable level.

### **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 Police were present in Blaxland Street post concert to control noise and patron behavior.

There were 368 parking infringement tickets issued and 12 vehicles towed.

### **2.4.3 Taxis**

Taxi demand was high after the concert and queues were managed by Taxi Council of Queensland staff. There were no complaints or significant incidents to report regarding taxis.



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#### **2.4.4 Patron Behaviour Post-Concert**

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 behavior and flow to surrounding areas. Queensland Police also monitored local areas for one hour post concert and were on standby to be sent to locations should complaints arise.

There were no reported 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; and
- Specific cloaking areas provided on both the Northern and Southern Plazas.

#### **2.6 Traffic & Transport**

The Integrated Transport System again operated for this concert with a high level of patronage of public transport services recorded for both concerts. Clearance was achieved in 50 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.