



POST EVENT REPORT



TUESDAY, 17 DECEMBER 2013



'Suncorp Stadium' is a venue of Stadiums Queensland, managed by AEG Ogden (Brisbane Stadium Management) Pty Ltd



SUNCORP STADIUM EVENT REPORT

BON JOVI - Because We Can Tour
TUESDAY, 17 DECEMBER 2013



1. EVENT OVERVIEW

Event Summary

Suncorp Stadium hosted international super group Bon Jovi as part of their 2013 'Because We Can' World Tour on Tuesday, 17 December 2013.

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 Management Plan and a 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 minimal issues arising from the concert which was highly successful. The touring company responsible for the Bon Jovi tour rated the Stadium and its management the best they had played in Australia.

Key deliverables for the Concert were:-

Attendance	A total of 41,376 patrons attended the concert
Complaints / Compliments	8 calls related to noise was received at the Stadium Call Centre on the night of the concert and 2 emails (from a local resident and patron)
Media	Positive media coverage leading up to and from the concert
Crowd Management	No queuing problems or delays in entering the Stadium. Egress went smoothly.
Security	No substantial Security issues.
Transport	No delays or issues were experienced with Public Transport. Crowds cleared within 60 minutes.
Noise Controls	The concert complied with the noise limits specified within the regulations in that all measurements taken within the Stadium were below the 100 db(A) limit.



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2. OPERATIONS

2.1 Attendance and Ticketing

2.1.1 Concert Program

Public Gates A, B, D & E Opened	17:06
First Support Act Commenced - TELSTRA R2D	17:30
First Support Act Concluded - TELSTRA R2D	17:45
Second Support Act Commenced - KID ROCK	18:00
Second Support Act Concluded - KID ROCK	19:00
Main Act Commenced - BON JOVI	19:30
Main Act Concluded - BON JOVI	22:33

2.1.2 Tickets Sold

The following is a breakdown of the concert attendance:

Field of Play seating	10,081
Grandstand seating	31,871
Corporate seating	1,078
No shows	1,654
ACTUAL ATTENDANCE	41,376

2.2 Local Residents Management

2.2.1 Call Centre Operations

The Stadium established a Concert Hotline for local residents and businesses which operated from Thursday, 12 December 2013 to Wednesday, 18 December 2013, including the concert night specifically for issues relating to the concert.

The Call Centre operator had direct access to the Stadium control Room should assistance be required with any complaints or issues.

2.2.2 Call Centre Report

There were eight noise related calls on the day of the concert (Tuesday 17 December) to the Stadium Call Centre.



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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
- 26 Princess Street, Brisbane
- 31 Isaac Street, Milton

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 readings taken externally were below 70dB.

2.4 Local Issues Management

2.4.1 Noise Levels

Those who contacted the Call Centre received follow-up calls advising them that the concert complied with the noise limits specified within the regulations.

2.4.2 Limousines & Parking

Limousine parking in Parkview and Mayneview Streets was monitored closely, 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 Blaxland Street post concert to control noise and patron behaviour.

There were 272 parking infringement tickets issued and 9 vehicles towed for this concert.



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2.4.3 *Taxis*

Taxi demand was high after the concert and queues were managed by Taxi Council of Queensland staff. The rank was cleared by 11.45pm and 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, 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 behaviour 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 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.

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.