



**SUNCORP
STADIUM**

Post Event Report

Bon Jovi

“This House is Not for Sale” Tour
Thursday 6 December 2018



Event Overview

Suncorp Stadium hosted a Bon Jovi “This House is Not for Sale” world tour concert on Thursday 6 December 2018. This was the third concert Bon Jovi have held at Suncorp Stadium, the others being in 2010 and 2013.

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 presented 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 periods 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 events.

Key deliverables for the concerts were:

Attendance	32,652
Complaints/ Compliments	There were three noise level complaints from local residents in Charlotte Street, Plunkett Street and Cochrane Street. In all instances, the Noise consultant, Cardno deployed staff to those locations for testing and all levels complied with the legislation. Post-event, one complimentary email, 10 complimentary social media posts and six complaints were received. All complaints were addressed.
Media Social Media/Website	Media coverage leading up to and after the concert was positive. The Stadium website and social media platforms were utilized to communicate important event information. All comments were monitored and questions answered where necessary. Patron feedback from the concert was received.
Crowd Management Security	The crowd overall was extremely compliant and well behaved. There were six evictions for intoxication/behavior – four patrons were refused entry to bars and two were refused Stadium entry. There were no arrests. 100% wandng and 100% bag searches were conducted at all gates. A total of 36 staff were employed to conduct the wandng. There was some congestion around 6pm however all patrons were checked and admitted in time for the concert.
Noise Monitoring	The Stadium’s noise consultant, Cardno advised that internal and external Stadium criteria was complied with at all times during the concert and soundcheck.

Operations

2.1 Attendance and Ticketing

2.1.1. Concert Programme

The concert concluded before the Stadium's 10.30pm curfew.

The concert running times were as follows:

Early VIP Function	4:45pm
Public Entry Gates A, B, D & E	5:00pm
Corporate Entry Gates C & F	5:00pm
Support Act commenced – Birds of Tokyo	6:30pm
Support Act commenced – Birds of Tokyo	7:30pm
Main Act Commenced – Bon Jovi	8:00pm
Main Act Concluded – Bon Jovi	10:20pm

2.1.2. Tickets Sold

Field – Seating	7,028
Grandstand Seating	25,997
Corporate Seating	608
Total Sales	33,633

TOTAL ATTENDANCE: 32,652

**There were 981 no shows*

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:

Wednesday 5 December 2018 0900 – 2030

Thursday 6 December 2018 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

There were three complaints from local residents during the event. Cardno staff were dispatched to monitor and test the levels at each of the locations. All were complaint with legislation.

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 50 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 events (including rehearsal and sound test), 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 events; and
- (c) was able to report sound levels to Stadium Management at all times

2.4 Issues Management

2.4.1. Noise Levels

Cardno noted that the internal Stadium criterion was complied with throughout the concert and during line checks and sound checks.

The external criterion was also complied with for all external monitoring locations during the line checks, sound checks and concert.

It was noted that there was a moderate south to south-easterly breeze during the concert which may have influenced the noise emissions from the Stadium to sound louder than usual to the west and north-west of the Stadium. This was noticeable during the concert with the three complaints all originating from this area.

Measurements were recorded at the three locations, in addition to monitoring at the nominated external locations as a result of the complaints. It was noted that there were no recorded exceedances at any of these additional locations during the concert.

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.

A total of 166 parking infringement notices were issued during 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.

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 these periods 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.