

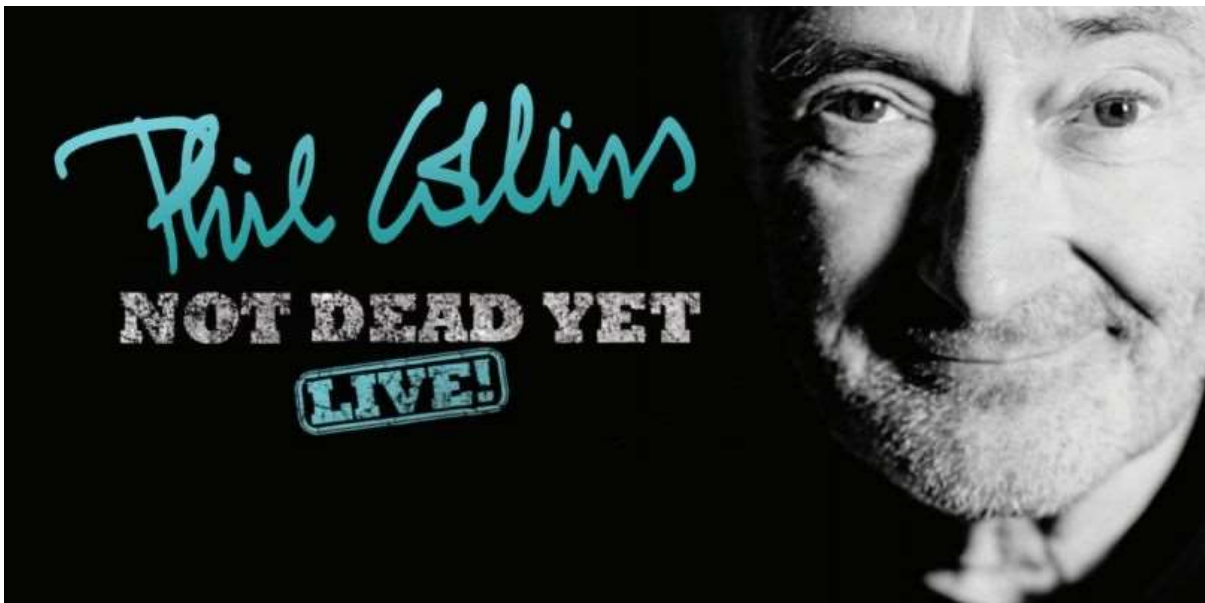


**SUNCORP
STADIUM**

Post Event Report

Phil Collins

“Not Dead Yet” Tour
Saturday 19 January 2019



Event Overview

Suncorp Stadium hosted a Phil Collins “Not Dead Yet” world tour concert on Saturday 19 January 2019.

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	36,308
Complaints/ Compliments	There was one noise level complaint from a local resident in Patrick Lane, Toowong. Noise consultant, Cardno deployed staff to that location for testing and all levels complied with the legislation. Post-event, two complimentary emails and 11 social media compliments, and one complaint email and 15 social media complaints were received. All complaints were addressed.
Media	Media coverage leading up to and after the concert was positive.
Social Media/Website	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	The crowd overall was extremely compliant and well behaved.
Security	There were no evictions for intoxication/behavior –There were no arrests. 100% wanding and 100% bag searches were conducted at all gates. A total of 36 staff were employed to conduct the wanding. Due to the later arrival of patrons, there was some congestion at the checking points but crowds were cleared before the main act.
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 sound checks.

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	5:30pm
Public Entry Gates A, B, D & E	6:00pm
Corporate Entry Gates C & F	6:00pm
Main Act Commenced – Phil Collins	8:15pm
Main Act Concluded – Phil Collins	10:20pm

2.1.2. Tickets Sold

Field – Seating	10,299
Grandstand Seating	25,962
Corporate Seating	886
Total Sales	37,147

TOTAL ATTENDANCE: 36,308

**There were 839 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:

Friday 18th January 2019 0900 – 2030
Saturday 19th January 2019 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 was one complaint from a local resident during the event. Cardno staff were dispatched to monitor and test the levels at this location and it was 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

Noise monitoring was carried out at the five residential sites surrounding the Stadium as specified in Clause 7 of the MSFA Regulation and at the mixing console located within the Stadium bowl.

The MSFA Regulation requires that noise monitoring is carried out in accordance with the Queensland Government Environmental Protection (Noise) Policy 1997 (EPP Noise). Therefore the results of the noise monitoring analysis have been compared with the noise emission criteria specified schedule 3A "Acoustic Quality Compliance for Special Events" from this policy.

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 slight north-easterly to north-north easterly breeze during the concert which did not appear to influence the noise emissions from the Stadium to any noticeable degree.

Measurements were recorded at the one complaint location, in addition to monitoring at the nominated external locations as a result of the complaint. 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 83 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.