



POST EVENT REPORT

**Robbie Williams
CLOSE ENCOUNTER TOUR
Suncorp Stadium**



**Wednesday 13 December 2006 &
Thursday 14 December 2006**



SUNCORP STADIUM POST EVENT REPORT

ROBBIE WILLIAMS CLOSE ENCOUNTER TOUR
Wednesday 13 December 2006 &
Thursday 14 December 2006



PART 1: EVENT OVERVIEW

1.1 EVENT SUMMARY

EVENT SUMMARY:

GATES OPENING FOR FIELD GENERAL ADMISSION ONLY:	16:00	
GATES OPENING FOR ALL OTHER SEATING:	17:00	
SUPPORT ACT:	19:00	Sneaky Sound Systems
CONCLUSION OF SUPPORT ACT:	19:30	Sneaky Sound Systems
INTERLUDE	19:30	
MAIN ACT:	20:20	Robbie Williams
CONCLUSION OF MAIN ACT:	22:20	Robbie Williams
VENUE CLOSES:	23:30	
ATTENDANCE 13 th December	52,411	
ATTENDANCE 14 th December	52,471	

1.2 EVENT DESCRIPTION AND OVERVIEW

The Robbie Williams Close Encounters Tour was the first concert at Suncorp Stadium since the amendments to the Major Sports Facilities Authority (MSFA) Act allowing concerts to be held at the Stadium.

Detailed planning was undertaken to identify and minimise potential adverse impacts in relation to the use of the Stadium for concerts, such as noise, traffic and crowd behaviour.

To ensure that noise levels were within the legal limits at all times, Hyder Consulting were employed to monitor and control noise within the levels stipulated in the MSFA Amendment Regulation and Environmental Protection (Noise) Policy 1997.

A Call Centre was set up for the concert nights for the general public to contact the Stadium with any specific issues that arose.



SUNCORP STADIUM POST EVENT REPORT

ROBBIE WILLIAMS CLOSE ENCOUNTER TOUR
Wednesday 13 December 2006 &
Thursday 14 December 2006



1.3 CALL CENTRE OPERATIONS

A widely publicised 'Concert Hotline' was established by the Stadium from Monday 11 December 2006 to Friday 15 December 2006, including on both concert nights specifically for general public issues relating to the concerts. The hotline was staffed by trained Stadium employees at the following times:

Monday 11 December 2006	0900 – 1600
Tuesday 12 December 2006	0900 – 2000
Wednesday 13 December 2006	0900 – 2330
Thursday 14 December 2006	0900 – 2330
Friday 15 December 2006	0900 – 1600

In order to pass any issues directly to Stadium Management for appropriate action, operators of the concert hotline had direct communications with the Stadium's main control room and management team.

The general Stadium number of (07) 3331 5000 was also operational during normal business hours and the Stadium security number of (07) 3331 5168 after hours. All calls logged on the concert hotline were responded to within a 24 hour period by a return call from Stadium staff. Callers were given information on what action was taken in response to their call and the subsequent outcomes.



SUNCORP STADIUM POST EVENT REPORT

ROBBIE WILLIAMS CLOSE ENCOUNTER TOUR

Wednesday 13 December 2006 &

Thursday 14 December 2006



1.4 NOISE MANAGEMENT

The Stadium engaged Hyder Consulting as its specialist acoustic consultant. Hyder Consulting had conducted initial modelling to assist with the noise control measures during planning for the concert.

As part of this process, Hyder monitored noise levels at a point 50 metres directly in front of the stage measured at 15 minute intervals, and also continuously monitored the noise levels at the following locations as specified by the Major Sports Facilities Regulation 2002.

- 8.5 Petrie Terrace, City
- 15 Plunkett Street, Paddington
- 105 Hale Street, City
- 26 Princess Street, City
- 31 Isaac Street, Milton

Hyder Consulting took the noise measurements 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 able to exercise ultimate control on the noise levels from the sound amplification equipment; and
- (b) could contact and communicate with all of the acoustical consultants conducting the monitoring of the noise levels from the event.
- (c) were able to report sound levels to Stadium Management at all times



SUNCORP STADIUM POST EVENT REPORT

ROBBIE WILLIAMS CLOSE ENCOUNTER TOUR
Wednesday 13 December 2006 &
Thursday 14 December 2006



PART 2: EVENT REPORTING

2.1 COMPLAINT ACTION

2.1.1 Noise Levels

When a caller rang to voice their concerns about the noise levels, one of the Hyder sound engineers was sent to the closest recording point to that callers location to take a measurement. This measurement was taken and readings were sent to Stadium Management and to the consultant at the mixing desk. If any measurements were found to be outside the legal limits, Stadium Management was able to direct the consultant on the mixing desk to take control of the sound levels to bring it back into range. Throughout both concerts, the sound levels were not found to be at unacceptable or illegal levels at any time.

2.1.2 Parking

When a call came through to the hotline regarding limousine or car parking, the Stadium was able to contact their Traffic and Transport Coordinator to report the complaint. Police were also informed to attend to any illegally parked vehicles including limousines in the surrounding streets. During the concerts, the number of parking infringement tickets issued and vehicles towed were as below.

	13 th December	14 th December
Vehicles Towed	8	7
Tickets Issued	381	378

2.1.3 Patron Behaviour Post Concert

The Suncorp Stadium Traffic Plan which continued post concert was to ensure patrons travelled safely to transportation hubs and other destinations. Queensland Police and Traffic Control Officers were present throughout this time to monitor and control behaviour and flow to surrounding areas. QLD Police monitored local areas for one hour post concert and were sent to any locations complaints were made regarding patron behaviour.



SUNCORP STADIUM POST EVENT REPORT

ROBBIE WILLIAMS CLOSE ENCOUNTER TOUR
Wednesday 13 December 2006 &
Thursday 14 December 2006



2.2 REMEDIAL ACTION FOR FUTURE CONCERTS

The process for using noise consultants was overall very effective. One of the locations that was used for sound recording was skewed due to noise levels not related to the concert. (105 Hale Street, City).

Stadium Management will recommend that this placement be reviewed for future concerts to ensure that accurate readings are recorded.

Stadium Management will also review the placement of the Limousine parking areas for future concerts and other Stadium events.