



POST EVENT REPORT

Andre Rieu

WORLD STADIUM TOUR



Wednesday 3 & Thursday 4 December 2008





SUNCORP STADIUM POST EVENT REPORT

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PART 1: EVENT OVERVIEW

1.1 EVENT SUMMARY

	3 December 2008	4 December 2008
Gate C opening	16:15	16:15
Gates B & D opening	17:00	16:30 (due to approaching storm)
Gates A & E opening	17:30	17:30
Show commences	20:00 (delay due to storm)	19:00
Show Interval	-	20:10
Show recommences	-	20:30
Show finishes	21:40	21:30
Encore finishes	22:24	22:05
Venue closes	23:45	23:45
ATTENDANCE	24,236	22,599

1.2 EVENT DESCRIPTION AND OVERVIEW

The Andre Rieu World Stadium Tour was the third concert tour 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.

Due to the configuration of the stage and seating, only 50% of the venue was available to seat patrons and as a result, the Traffic Management Plan was adjusted accordingly.

The audience demographic for Andre Rieu did mean that many more elderly and patrons with disabilities were in attendance than had been the case for previous concerts at the venue. This was taken into account during the planning process for the event.



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1.3 CALL CENTRE OPERATIONS

The Stadium established a 'concert hotline' from Friday 28 November 2008 to Friday 5 December 2008, including concert nights specifically for general public issues relating to the concert. The hotline was staffed by trained Stadium employees at the following times:

Friday 28 November 2008	0900 – 1600
Saturday 29 November 2008	0900 – 1600
Sunday 30 November 2008	0900 – 1600
Monday 1 December 2008	0900 – 1600
Tuesday 2 December 2008	0900 – 1600
Wednesday 3 December 2008	0900 – 2330
Thursday 4 December 2008	0900 – 2330
Friday 5 December 2008	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.

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



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PART 2: EVENT REPORTING

2.1 COMPLAINT ACTION

2.1.1 Parking

Due to the patron demographic for this event demand for PWD, bus and coach parking and transport via taxi was extremely high.

During the concerts, the number of parking infringement tickets issued and vehicles towed were as below.

Wednesday, 3 December 2008

Vehicles Towed	7
Tickets Issued	112

Thursday, 4 December 2008

Vehicles Towed	1
Tickets Issued	160

There were a lot of patrons who were waiting for taxis following the concert both at the taxi rank on Castlemaine Street and on the northern plaza for the pickup of patrons with disabilities. Chairs were placed in these locations to allow elderly and infirm patrons to sit down to wait. This was so popular on the first night it was supplemented with additional seating for the second concert.

2.1.2 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. During the concert evening there were no issues with patron behaviour after the concert.



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2.2 REMEDIAL ACTION FOR FUTURE CONCERTS

2.2.1 Noise Monitoring

The process for using noise consultants was overall very effective. The two locations that recorded the highest external levels was skewed due to traffic noise levels and not related to the concert. These were 105 Hale Street, City and 31 Isaac Street, Milton. Regardless at no time did these locations exceed permitted levels.

Stadium Management will review these locations for future concerts to ensure that accurate readings are recorded.

2.2.2 Additional Patron Services

Due to the audience demographic of this event extra challenges with patron movement and access was identified. As a result the following plans were implemented:

- The stadium received over 3,000 calls in relation to the concert in the weeks leading up to 3 December.
- A specific Andre Rieu concert information link was created for the Suncorp Stadium website. The site received 3.5 million hits in three days compared to the daily average of 4,000 for this time of year.
- Proactively seeking information from patrons with mobility issues to gauge requirements.
- Additional wheelchair services to assist patrons from outside the venue to their seats and to assist patron movement from the field of play and upper levels.
- Buggy services that shuttled patrons externally between the northern and southern plazas.
- Additional cloaking areas located on all levels of the stadium to house mobility aids which will not fit in the seating bowl.
- In consultation with Traffic, Police and Risk Management the addition of a 'drive in' drop off zone at the northern end in front of the Wally Lewis statue.
- Additional PWD blue permit parking in Car Park 3.

These additional services were well received and greatly assisted the movement of patrons throughout the venue.



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2.2.3 Weather Contingencies

On Wednesday the 3rd of December 2008, the concert was delayed due to a severe storm. The severe warning did not appear on the weather radar until 75 minutes before the scheduled beginning of the show.

As patron safety is of the highest priority the following was implemented:

- Once the storm forecast and warnings were issued this was communicated to Venue Management who consulted with Andre Rieu Productions regarding the possible impact and timings.
- As warning updates were issued these were communicated to Venue Management who consulted with Andre Productions.
- Updates were also communicated to patrons via PA.
- At approximately 18:25 due to the severity of the coming storm it was decided to evacuate patrons out of the seating bowl and from the field of play.
- Patrons in the seating bowl were evacuated to the concourses on the respective levels and functions rooms on level 5 East, North and South were opened as holding areas for patrons to wait in.
- Patrons on the field of play were evacuated into Level 1; Car Park 1 and ring road beneath the east stand.
- Messages regarding the status of the storm were frequently communicated via the sound system on the stage, stadium PA system, EWIS system and by staff that were issued loud hailers.
- Messages were also communicated to patrons who were in transit to the venue via the train and bus PA systems at the stations and in the trains regarding the delayed start of the concert.
- On level 3 the gates into the BOH areas were opened to allow additional room for patrons and chairs and water was distributed throughout the crowds.
- On level 1 additional chairs and water was distributed throughout the crowd and the Hale Street roller door was opened to force fresh air in and help to reduce the temperature, and Spotless distributed complimentary bottles of water to the elderly and patrons with disabilities.
- Paper hand towels were issued to the staff and patrons to assist with drying the seats upon return after the storm.
- Weather and storms were continued to be monitored.

On Thursday the 4th of December 2008, another storm struck at approximately 16:30. Due to the severity of the storm, gates at both ends of the stadium were opened early to let patrons come in off the plazas and into safety. Event staff and security staff were deployed early to the gate areas to assist with the opening of the gates and to hold the patrons inside the gates so they were not exposed to the inclement weather inside the venue. The storm lasted approximately 30 minutes. Further storm activity was monitored.