



# GOVERNMENT REPORT

## **Bon Jovi: The Circle Tour**



**Suncorp Stadium**

**Tuesday, 14 December 2010**



# SUNCORP STADIUM EVENT REPORT

## BON JOVI: THE CIRCLE TOUR

Tuesday, 14 December 2010



## 1 EVENT OVERVIEW

### *Event Summary*

The Stadium hosted a Bon Jovi concert as part of their "Circle Tour" on the 14<sup>th</sup> December 2010.

Detailed planning was undertaken to identify and minimize potential adverse impacts on the local community in accordance with the Major Sports Facilities Regulations 2002 for Special Events.

A specific Operations Management Plan and a Transport 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 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 both commercially and operationally overall. The global touring company responsible for the Bon Jovi tour rated the venue and its management among the best they had played with.

Key deliverables for the concerts were:-

Attendance	A total of 40,520 patrons attended the concert.
Complaints / Compliments	3 calls were received on the night - 1 call related to concert noise, 1 related to a long wait in the queues at Box Office A and 1 wanted the music was louder.
Media	Positive media coverage leading up to and from the concerts themselves.
Crowd Management	No queuing problems or delays in entering the Stadium. Egress went smoothly particularly given the large numbers on the field.
Security	No substantial security issues with only 3 evictions and 2 arrests on the night.
Transport	No delays or issues were experienced with Public Transport. Crowds cleared within 50 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 & Ticketing

#### 2.1.1 Concert Program

The concert concluded within the Stadium's curfew time of 22:30hrs.

Gate C Opening	16:45
Gates D Opening (GA)	16:30
Gates A, B & E Opening	17:00
Support Act (The Smart)	18:45
Support Concluded	19:15
Main Act (Bon Jovi)	19:45
Show Concluded	22:30

#### 2.1.2 Tickets Sold

Ticketing was conducted by Ticketek as agent for the Stadium. Tickets sold were as follows:

On Field	9,597
Stand Tickets	31,412
Corporates	450
No-shows	- 939
<b>Actual Attendance</b>	<b>40,520</b>



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## **2.2 Local Resident Management**

Comprehensive plans were prepared and implemented to manage issues involving the management of noise for local residents.

### **2.2.1 Call Centre Operations**

The Stadium established a 'Concert Hotline' from Saturday, 11 December 2010 to Wednesday, 15 December 2010 specifically for general public issues relating to the concert. The hotline was manned by trained Stadium Staff during the following times:

- Saturday, 11 December 2010 0900hrs – 1600hrs
- Sunday, 12 December 2010 0900hrs – 1600hrs
- Monday, 13 December 2010 0900hrs – 2030hrs
- Tuesday, 14 December 2010 0900hrs – 2330hrs
- Wednesday, 15 December 2010 0900hrs – 1600hrs

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 of (07 3331 5168) after hours. All calls logged by Call Centre operators were responded to either by a return call or in writing by Stadium staff no later than Wednesday, 15 December 2010. Callers were given information on what action was taken in response to their call and the subsequent outcomes.

## **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
- 105 Hale Street, 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, Cardno concluded that noise emissions from Suncorp Stadium measured during the Bon Jovi concert on the 14<sup>th</sup> December 2010 indicated compliance with the MSFA Regulation for four of the external sites. The fifth monitoring site at 105 Hale Street did on a couple of occasions exceed the maximum limit but this was attributed to the high levels of road traffic on Hale Street.

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.

## **2.4 Complaint Action**

### **2.4.1 Noise Levels**

The one noise complaint was relayed immediately to Cardno and sound engineers were dispatched to the complaint location to take readings.

### **2.4.2 Limousines & Parking**

Limousine parking was monitored closely and was in line with the usual arrangements for other major Stadium events. This included the stationing of Police in Blaxland Street post concert to control noise and patron behavior and the relocation of the limousine pick-up to the Northern Plaza once the majority of the crowd had dispersed. There were no complaints received regarding limousines.

There were 330 parking infringement tickets issued and 6 vehicles towed for this concert.

### **2.4.3 Taxis**

Taxi demand was high after the concert and queues were managed by Taxi Council of Queensland staff. There were no complaints or significant incidents to report regarding taxis.

### **2.4.4 Patron Behaviour Post-Concert**

The Suncorp Stadium Traffic Plan which was implemented post-concert, ensured patrons travelled safely to major transportation hubs and other destinations.

Queensland Police and Traffic Control Officers were present during this period to monitor patron behavior 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; and
- Specific cloaking areas provided on both the Northern and Southern Plazas.

## **2.6 Traffic & Transport**

The Integrated Transport System again operated for this concert with a high level of patronage of public transport services recorded for both concerts. Clearance was achieved in 50 minutes.

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.