



**SUNCORP  
STADIUM**

# Post Event Report

**Foo Fighters ‘Concrete and Gold’ Tour**  
Thursday 25 January 2018



## Event Overview

Suncorp Stadium hosted the Foo Fighters “Concrete and Gold” tour concert on Thursday 25 January 2018.

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 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 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 event.

Key deliverables for the Concert were:

Attendance	39,190
Complaints/ Compliments	There was only one complaint to the Call Centre from a concert patron regarding sound quality within the venue. Post-concert, one complimentary email; 13 complimentary social media posts; one complaint email (from Ticketek on behalf of 16 patrons regarding side view seats); and one social media complaint were received. All complaints were addressed.
Media	Media coverage leading up to and after the concert was positive.
Social Media/Website	Positive feedback from patrons about the event was received via social media.
Crowd Management	The crowd overall was extremely compliant and well behaved.
Security	There were 18 evictions in total. Of those, 4 were for liquor offences and 8 for behaviour issues. 100% wandering was conducted at the Stadium for this event. Security staff were employed to conduct the wandering and there were no delays at the gates for patrons entering the venue.
Noise Monitoring	The Stadium’s noise consultant, Cardno summarized that the internal and external Stadium criteria was complied with. There was one slight exceedance internally at the beginning of the concert. Externally, it was exceeded at one monitoring location which was attributed to loud motorbikes nearby. It was noted a moderate easterly breeze may have influenced noise emissions to sound louder than usual however no noise complaints were received.

# Operations

## 2.1 Attendance and Ticketing

### 2.1.1. Concert Program

The concert concluded within the stadium's curfew of 10:30pm. The concert running times were as follows:

Public Entry Gates A, B, D & E (scheduled 4:00pm)	4:20pm
Corporate Entry Gates C & F (scheduled 4:00pm)	4:20pm
Support Act commenced – DZ Deathrays	5:10pm
Support Act concluded – DZ Deathrays	5:30pm
Support Act commenced – Weezer	6:00pm
Support Act concluded – Weezer	7:00pm
Main Act Commenced – Foo Fighters	7:30pm
Main Act Concluded – Foo Fighters	10:30pm

### 2.1.2. Tickets Sold

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

Field – Standing	16,000
Grandstand seating	23,725
Corporate Seating	660
<b>ACTUAL SALES</b>	<b>40,385</b>

**NOTE:** There were 1,195 no-shows on the night.

## 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 24 January 2018 0700 - 2200  
Thursday 25 January 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 no complaints from local residents or businesses during the concert regarding noise or other issues. The only recorded complaint was from a patron at the venue about sound quality where he was seated.

## **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 35 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 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 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 Event; and
- (c) was able to report sound levels to Stadium Management at all times

## **2.4 Issues Management**

### ***2.4.1. Noise Levels***

Cardno reported that internally, the noise levels complied throughout the concert with the exception of one small exceedance inside the Stadium early in the concert.

Externally, there was only one slight exceedance in the first 15 minutes of the Foo Fighters set and PA levels were immediately adjusted and all subsequent noise levels complied with this criteria. There were also loud motorbikes present nearby during this period which may have increased the level.

Cardno also advised the moderate easterly breeze during the concert may have influenced the noise emissions from the Stadium to sound louder than usual at those locations.

### ***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 was very low.

166 parking infringement notices were issued at 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.

Ride-sharing services is an ongoing concern for the venue for all events, however Security reported the usage of these services was reduced compared to previous concerts and events. Security Traffic Control Officers were placed in Blaxland Street to deny entry to Uber drivers trying to use the street to wait for passengers.

The venue will continue to work with QPS and Security to protect the integrity of the Traffic and Transport Plans which are designed to minimize traffic in the area for the benefit of local residents and the dispersal of patrons.

### **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 this period 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.