

Consultation 3 - arena operations

Q&A from 20 July 2021

This document is available in Welsh.

Mae'r ddogfen hon ar gael yn Gymraeg.

QUESTION		ANSWER
1	When will the answers to the previous sessions be online?! This is in no way a consultation and is feeling more like a tick box activity that doesnt actually tick any of our boxes!	All questions raised during the series of three webinars will be answered. These responses are being provided from a number of sources and then need to be translated in to Welsh. This process is taking longer than we had hoped and we apologies for this.
2	Will the arena be suitable for exhibitions? THis has always been lacking in Cardiff.	Whilst not specifically designed to do so, the arena could be used to host small temporary exhibitions.
3	How will encouraging people to 'come early and stay late' be managed to stop anti social behaviour or noise etc affecting residents?	We will have a comprehensive operating and management plan which will be agreed with the Council. This will include provision to ensure we move visitors promptly, quietly and safely away from the immediate area. By encouraging visitors to arrive early we will naturally stagger arrivals which will potentially reduce crowds and congestion.
4	Live Nation has been the provider in Cardiff for 25 years. Why isn't any of this event and festival activities happening now? Its not just about a building	The Motorpoint as a venue does not lend itself to the range of activities that the new arena will be able to promote.
5	These benefits mentioned, jobs and other economic, would happen wherever the arena was built. It doesn't need to be shoe horned into a residential area. How will residents who are neighbours of the arena benefit and not just be disadvantaged by a two year construction site and then a noisy arena being on their doorstep?	The economic benefits of a new arena have been demonstrated across a number of projects. The local area benefits from job creation and economic activity. It should be noted that this site has been selected by the Council as a key part of a wider regeneration which will bring benefits to residents in terms of amenity and employment.
6	How far away from the arena will the stewards cover?	The Arena Operator and the Council will agree an event operating plan which will determine clear responsibilities for public areas outside the arena. As Arena Operator we have a duty of care to manage the area in and around the arena and the key access routes.
7	Can we have more detail on 'we're working with the council to manage parking and restrict for residents'? This is a major concern for residents	The Council is responsible for all parking measures and controls. We will continue to lobby and strongly encourage the council to address this.
8	With the arena so close to residential properties, many residents are concerned about things like anti social behaviour (as people leave shows and events), littering, parking (i.e. people looking for free parking outside our properties), beyond the immediate area of the arena. We'd like to know more details about what steps are being taken to mitigate the negative impact? Will you take residents' views and concerns (and ideas) on board? Are discussions taking place with the council about this?	We will set up a residents' forum so we can engage and listen to residents' views. We will agree clear parameters with the council and our event plans will clearly state agreed mitigations and management plans that will need to be put in place to deal with litter, anti social behaviour and noise management.
9	Regular residents groups is a good idea as long as its meaningful and not just 'you tell we listen'	We hope the residents forum will be a successful medium to address concerns.
10	People coming into the arena may be coming cross tidal to most people leaving the city, but they are coming in exactly the same direction as we are. It sounds like we will have an extended rush hour to get to our homes - people travelling for food etc pre-event, actual rush hour, people coming in just for the event.	The Arena will actively promote sustainable and active transport modes and discourage car usage from the city centre.
11	How will you manage/mitigate against the influx of ticket touters, people begging etc as you always get around arena's like this? This will not only cause anti social behaviour but will potentially lead to residents feeling less safe	The Arena operation will adopt the latest technology and we expect ticketing to be full digital. This significantly reduces opportunities for ticket touts and makes ticketing more secure. The venue will actively work with the council and police to reduce unauthorised or unlicensed activity in the proximity of the arena.

12	Please tell me your answer to inconsiderate parking caused by the arena isn't "it happens"?!? This absolutely must be sorted. Residents parking is the only answer.	The Arena Operators support the introduction of event related parking controls to protect resident parking. This falls under the Council's remit and we are working with the council and residents to try to find a positive outcome.
13	How are you going to manage queues to get in and how to manage the crowd leaving taking into account that the arena is so close to residents	The Arena operations team will manage the public areas immediately outside the arena and will ensure that guests disperse quietly and quickly from the arena.
14	How are you going to ensure Traffic grid lock does not occur	We will promote and encourage non car travel to the arena and will work with the council to lay on additional buses, shuttle buses, and increased metro/ train options. Anyone travelling from the city centre will be encouraged to walk or cycle.
15	Security re terrorism is a big worry , Manchester showed Security was not up to the job , how will you ensure Security companies are actually secure	Security is a huge priority. It has been at the heart of our thinking and design from the start of the project with mitigation, security measures and operating practices including full risk assessments central to addressing these issues. Both Live Nation and OVG are fully committed to ensuring that all visitors to the arena have a safe and enjoyable experience. We have worked closely with security specialists and the Police to make sure the arena is at the forefront of best practice. The venue will have 24-hour security as well as specialist event security. We fully support new legislation under the Protect Duty (Martyn's Law) and will operate beyond what is expected to be required.
16	Are you going to publish the results of your online survey?	Yes. We are leaving the survey open just a little longer. Once closed the results will be collated and made publicly available on the scheme website www.atlanticwharfcardsiff.co.uk
17	Can you give us another example of where an arena of this scale has been built so close to residential housing?	Arenas and stadiums are increasingly being located in centres close to other business users and residential premises. They are proven to have a positive impact on wider regeneration. The site was identified by the Council as part of their masterplan for the wider Cardiff Bay Area. The O2, First Direct and Coop Live all have some residential properties in close proximity.
18	Have you forgotten that residents will be living less than 100 metres from this site?	The Council selected and identified the site as being suitable for an arena development. The arena design looks to be considerate of the residential properties and will have full acoustic treatment, will manage the majority of guests away from residential properties and has been designed to reduce height in close proximity to residential properties.
19	All this you have described will have detrimental impact on local residents. What is your opinion on this?	We are committed to being a good neighbour and to have regular dialogue with residents to address any issues that may arise. The Council believe the wider masterplan will have a positive impact on residents and the local area.
20	Local people do not want the roles you are offering, have you done your homework?	The completed masterplan will provide significant new employment across a wide range of sectors, not just the service industry. In addition the masterplan will take some 7 to 8 years to deliver and will provide employment opportunities across the construction industry during this time.
21	Only 10% of people attending events stay locally?	We would expect visitors to events at the arena will be Cardiff residents but also from across Wales and the wider South West region. There is also good evidence from other markets that domestic and international visitors attend events and this can be a driver for visiting a region.
22	Can you show us evidence of your claims please?	We will look to publish the background analysis into the economic benefit that the new Arena will bring to the local and city area on the scheme website in due course.
23	Anticipate ? why not guarantee?	As the past 18 months have reinforced, there a very few guarantees in life.
24	Why are you relying on a council to develop when they have so evidently failed since Atlantic Wharf was first built on...?	The Arena and Hotel first phase of development is being delivered by the consortium of Live Nation, Oak View Group and Robertson Property Limited. Cardiff Council, as landowner, selected their partners following a European wide tender process and the partners are working together to ensure the scheme is deliverable.
25	Develop transport networks....	We are working closely with the Council and are fully supportive of the development of transport networks and enhanced public and active transport provision.

26	Leeds arena dn O2 are not as near houses at this will be... sorry!	
27	You havnt worked with us this far!	The series of webinars are a first phase in the consultation process. Further local events will be held over the coming months, when we will seek residents in put in to the design of the scheme, ahead of submission of a planning application. Details of these events will be posted on www.atlanticwharfcardiff.co.uk
28	The Leeds Arena is nowhere near residential unless you include student accommodation. Your chap was not telling us the truth.	We do consider student accommodation as residential.
29	The O2 arena is nowhere near existing residential housing.	Noted.
30	Why arent the Council here answering questions?	Our third webinar focused on the development and operation of the Arena and Hotel phase of the masterplan. Live Nation and Oak View Group are the leading companies in this field and are best placed to answer operational questions.
31	<p>I live in a flat next door to the arena (on Hemingway Road) and will be directly facing the large paved, open 'piazza' space. I'm concerned about noise, both during the construction phase and after completion in this piazza (I do see that you've taken steps to sound-proof the internal arena itself, which I appreciate). As stated in your last presentation, there's bound to be large amounts of people congregating on the piazza by design, no doubt in varying states of inebriation/disquiet and various times of the day and night.</p> <p>I'd love to support your project:</p> <ol style="list-style-type: none"> 1. How long might the construction phase be, in total, end-to-end? 2. What noise-mitigation steps are you considering for the open piazza outside the adjacent residential buildings? One option I'd be open to hearing, might be for you to contribute towards replacing residents' windows with sound-insulated windows, such as https://www.hushsoundproofing.co.uk/acousticglass.html or https://thesoundproofwindows.co.uk/ <p>What do you think?</p>	We expect the construction phase to last for just under three years. Our design and stewarding for this area seeks to keep the flow of people moving so as to avoid crowds congregating. We are also looking to introduce a wide landscape buffer to further soften the impact on local residents. At present we believe the measures we will have in place will mitigate the need for the type of windows you suggest.
32	The pedestrian route between the arena and the rail station, along the paved piazza, looks to be right past my bedroom window...	The masterplan proposes that Hemingway Road is closed to through traffic, which will see traffic noise removed. Pedestrian flows during events will be extensively stewarded to reduce impact on local residents.
33	(On what is currently Hemingway Road)	
34	<p>Apologies for the length of this question....</p> <p>Wales is renowned as the Land of Song, yet there is nothing for visitors to the city to discover and inform them of the unique cultural and contemporary musical history of Wales. I believe you have a great opportunity to develop a bespoke space that would serve as an attractive tourist attraction that would create extra revenue for the arena.</p> <p>If you want people to come early and stay late then this would be an ideal opportunity to increase footfall and embellish the arena's reputation as a must visit, both day and night.</p> <p>It would also be a tangible link between the local communities and the arena, as well as serve as an educational opportunity for local kids.</p> <p>Do you believe something like this would be possible?</p>	As part of the wider conversation for the area, we are looking at ways to collaborate with existing Arts and cultural facilities such as the WMC and the planned Museum and we are looking to celebrate the rich heritage of Cardiff and Wales through the design, materials and finishes of the new building. There is potential to also curate and display arts and crafts in the Arena, and something we will certainly look into further.

35	What are the plans for the Cardiff Motorpoint Arena?	At present there are no definitive plans for the Motorpoint, post completion of the new Arena.
36	Thank you!	Thank you.
37	How do you think the Arena will fit and compete with the planned Arena in Bristol?	Cardiff is a unique city in a unique country and the new arena will be built to a standard and specification that artists demand. We have a long history of delivering shows to Cardiff at the Motorpoint, Principality Stadium, Cardiff Castle and many other venues, and will continue to do so at the new venue with the added capacity giving more option for hosting the larger shows. We thrive on competition and will continue to deliver exceptional performance on all levels to attract the acts and the audiences to Cardiff.
38	What will be the boundary of control of anti-social behaviour, i.e. to ensure your neighbours such as the Waterquarter are not affected, the issue is not just moved on so it is someone else's problem?	The Arena Operator and the Council will agree an event operating plan which will determine clear responsibilities for public areas outside the arena. As Arena Operator we have a duty of care to manage the area in and around the arena and the key access routes.
39	East is not away from residencies, the Waterquarter is located there!!!	The public access/egress point for the Arena are to be located on the South and Eastern facades. Once visitors leave the building there will be stewarded routes signposting visitors away from residential areas where possible.
40	The vehicle access to the new multi-storey car park will not bypass the residencies on Galleon Way, which could be cut-off during peak traffic!	Our highway/transport engineers continue to develop the fine grain of the masterplan. We will look at the issue you raise.
41	When will the Metro be in place ? Before the opening of the arena i assume ?	We have held discussions with Transport for Wales and Cardiff Council and we are advised the Metro plans for Cardiff Bay will be in place in 2024, these plans are included in Cardiff Councils Transport White Paper which is available on the Council website.
42	Statue of Shirley Bassey would be great :)	As part of the masterplan, we will be developing a strategy for inclusion of public art within the Atlantic Wharf area. We will bear your suggestion in mind.
43	Exciting times ..cannot wait for the Arena	Thank you.
44	People will look for free parking, no matter how much you encourage them to use public transport or car parks. This is a big concern. Commuters (and residents without a parking space of their own) already park inconsiderately - the situation is only going to get worse.	The development proposals seek to provide a new multi-storey car park, as well as increase the capacity of Mermaid Quay car park only a short walk away. Cardiff Council have adopted policies which we have to work with to balance onsite provision and encourage use of park and ride sites, active travel and public transport. There will need to be enforcement of existing traffic regulation orders which are in place to protect local residents and ensure the operation of the highway network. This enforcement lies with Cardiff Council and we will be working with the council to ensure suitable enforcement is implemented to discourage and enforce. Accessibility to Cardiff Bay in the future will be a step change from what is available today with the provision of the Metro, Cross Rail, bus and rail service improvements which are being promoted by Transport for Wales and Cardiff Council.
45	Inconsiderate parking in the city centre is very different from parking outside our houses - blocking emergency access and pavements. [...] asked "People will look for free parking, no matter how much you encourage them to use public transport or car parks. This is a big concern. Commuters (and residents without a parking space of their own) already park inconsiderately - the situation is only going to get worse.")	As part of the development proposals it is proposed to provide a new multi-storey car park, likewise there are proposals to increase the capacity of Mermaid Quay car park only a short walk away. Cardiff Council have adopted policies which we have to work with to balance onsite provision and encourage use of park and ride sites and active travel and public transport. There will need to be enforcement of existing traffic regulation orders which are in place to protect local residents and ensure the operation of the highway network. This enforcement lies with Cardiff Council and we will be working with the council to ensure suitable enforcement is implemented to discourage and enforce. The accessibility to Cardiff Bay in the future will be a step change from what is available today with the provision of the Metro, Cross Rail, bus and rail service improvements which are being promoted by Transport for Wales and Cardiff Council.

46	Any news on the model?	We are currently working on the production of a model, which we will make available as part of planned future consultation within the local area.
47	Diolch. Do get the council's translation team to proof read the slides ;-)	Thank you.