

Block 2: Foundations of managing urban infrastructure systems

2. Managing stakeholders and related performance objectives

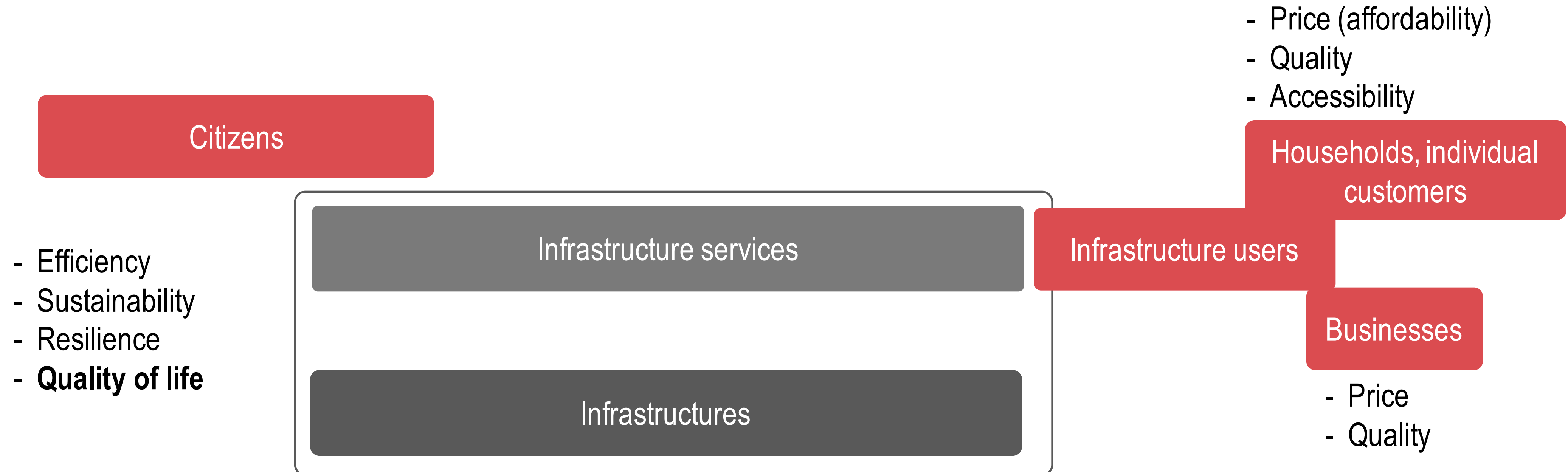
Prof. Matthias Finger

Session overview

During this session you will learn about the main stakeholders of urban infrastructure systems and what they are sensitive to:

- Users and citizens
 - Operators and investors
 - Policy-makers
- As many stakeholders urban infrastructure managers have to pay attention to

Users and citizens



Operators and investors

- Profitability
- Willingness to pay
- Easiness to operate

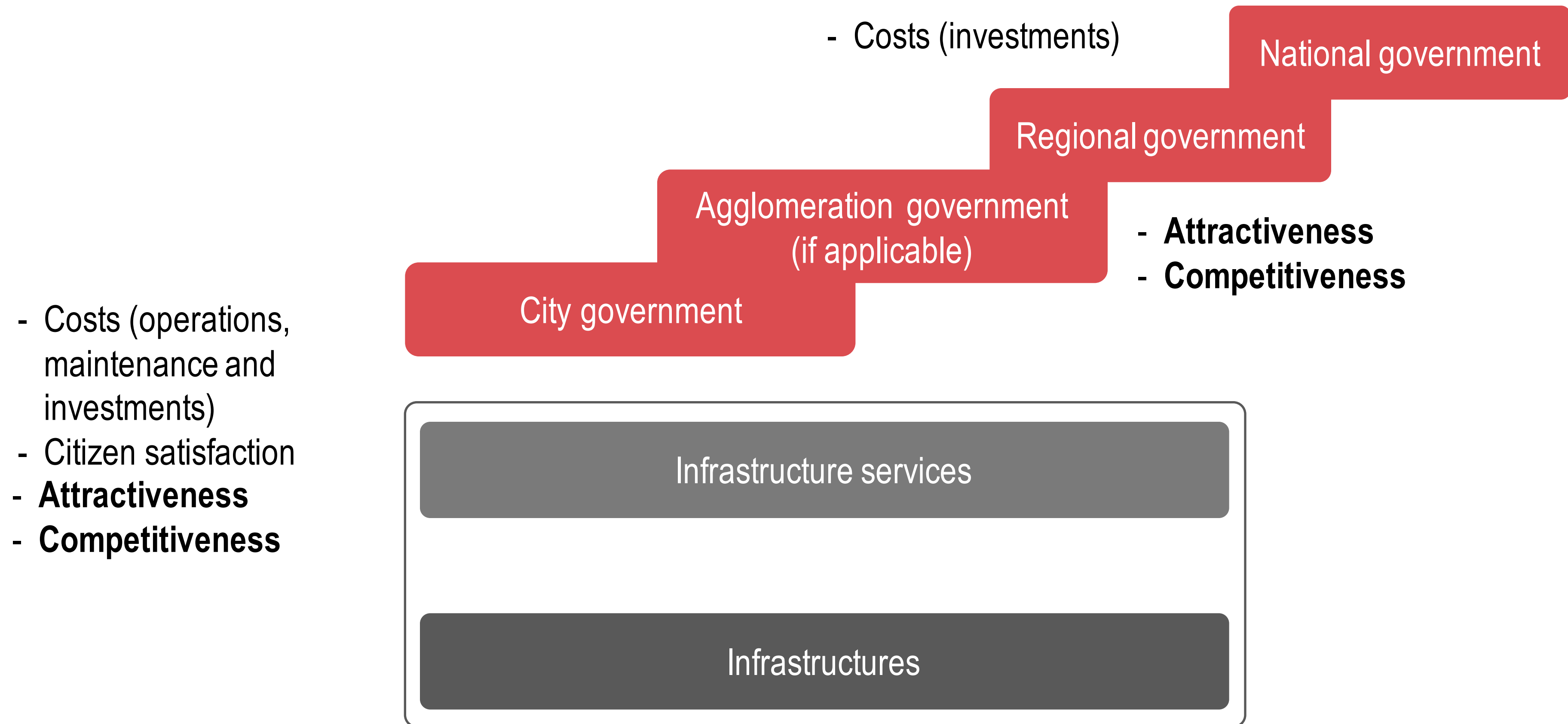
Infrastructures
service providers
(and investors)

Infrastructure services

Infrastructures

Infrastructure operators
(and investors)

- ROI
- Regulations
- Relationship with the
authorities



Conclusion

- In this session, we seen the main stakeholders to which urban infrastructure managers have to pay attention to
- In the next session, we will present the main dimensions urban infrastructure managers have to deal with