Block 2: Foundations of managing urban infrastructure systems

2. Managing stakeholders and related performance objectives
Prof. Matthias Finger
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

- Efficiency
- Sustainability
- Resilience
- Quality of life

Infrastructure services

- Price (affordability)
- Quality
- Accessibility

Households, individual customers
- Price
- Quality

Businesses

Citizens

Infrastructures
Operators and investors

- Profitability
- Willingness to pay
- Easiness to operate

Infrastructures
Infrastructure operators (and investors)
Infrastructure services
Infrastructures service providers (and investors)

- ROI
- Regulations
- Relationship with the authorities
Policy makers

- Costs (operations, maintenance and investments)
- Citizen satisfaction
- Attractiveness
- Competitiveness

Infrastructures

Infrastructure services

Regional government

- Costs (investments)

Agglomeration government (if applicable)

City government

National government

- Attractiveness
- Competitiveness

Block 2: Foundations of managing urban infrastructure systems
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.