



Trasparenza, partecipazione e miglioramento della Performance



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Cesena, 22 novembre 2011

Creare una pressione sui risultati

- In assenza dei meccanismi tipici del mercato:
 - Opzione exit
 - Opzione voice
 - ***Trasparenza sui risultati***

Qualificare il rapporto con cittadini e gli stakeholder

- Favorire il controllo sociale
- Promuovere la partecipazione democratica

Modello dell'Open Government

Qualificare l'attività di programmazione

- Sforzo di selezione e rappresentazione delle priorità
- Esplicitazione ex-ante di progetti strategici, obiettivi ed indicatori significativi e credibili

Orientare l'amministrazione e promuovere la responsabilità

- Allocazione delle responsabilità
- Introduzione della consuetudine a rendere conto
- Promozione dell'integrità

Motivare dimostrando i risultati

- Favorire la partecipazione dei dipendenti alla costruzione di obiettivi e indicatori
- Riconoscere e rendere evidenti i risultati conseguiti
- Alimentare il senso di appartenenza all'ente



3 questioni chiave

- Farsi capire (*immediatezza*)
- Veicolare le informazioni chiave (*selettività*)
- Facilitare un accesso personalizzato per aree di interesse (*usabilità*)

“Voglio che il Piano della Performance sia uno strumento di facile consultazione e di immediata comprensione per i destinatari”.

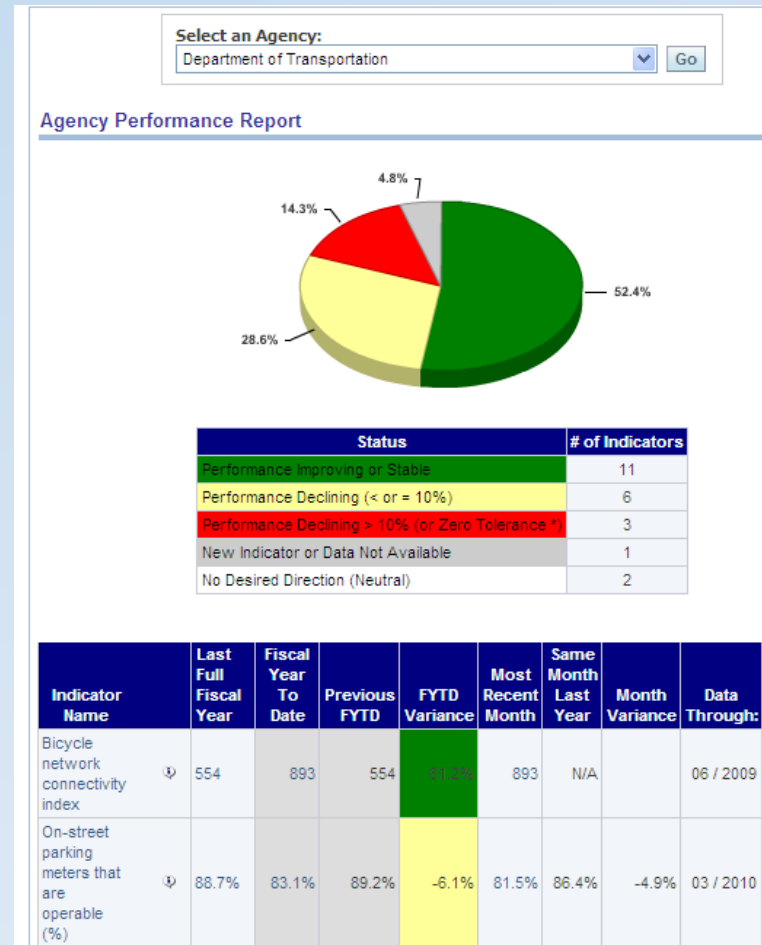
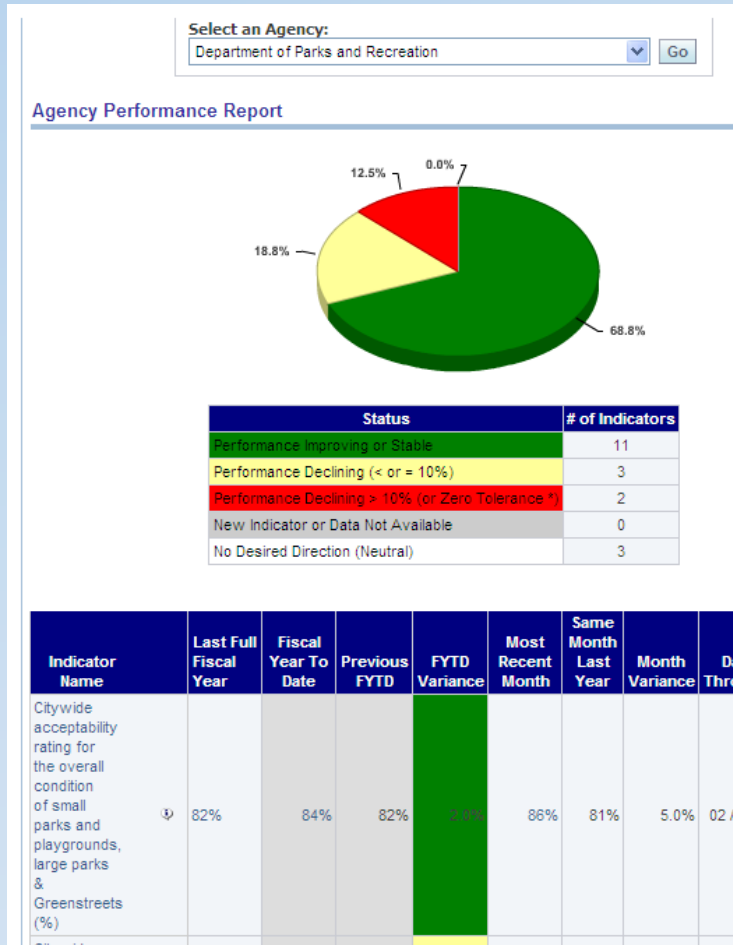
**New York City,
USA**

The screenshot shows the NYC PLANYC website. At the top, there is a navigation bar with 'Search | Email Updates | Contact Us' and a menu for 'Residents | Business | Visitors | Government | Office of the Mayor'. The main content area features a large heading 'The Plan' with a sub-link 'Read how PLANYC benefits your community'. Below this is a paragraph of text: 'In December 2006, Mayor Michael R. Bloomberg challenged New Yorkers to generate ideas for achieving 10 key goals for the city's sustainable future. New Yorkers in all five boroughs responded. The result is the most sweeping plan to enhance New York's urban environment in the city's modern history. Focusing on the five key dimensions of the city's environment — land, air, water, energy, and transportation — we have developed a plan that can become a model for cities in the 21st century. The combined impact of this plan will not only help ensure a higher quality of life for generations of New Yorkers to come; it will also contribute to a 30% reduction in global warming emissions.' At the bottom of this section, it says 'Click on the icons below to learn how we plan to meet our goals'. On the left side of the screenshot, there is a vertical navigation menu with items: HOME, BACKGROUND, THE PLAN (highlighted), LAND, WATER, TRANSPORTATION, ENERGY, AIR, CLIMATE CHANGE, EMISSIONS INVENTORY, GREENYC, NEWS & EVENTS, and DOWNLOADS.

This block provides a detailed view of the 'The Plan' section, organized into color-coded categories. At the top, there is a header 'The Plan' with a link 'Read the Reports >' and a sub-link 'Read how PLANYC benefits your community >'. Below this is a paragraph of text: 'In December 2006, Mayor Michael R. Bloomberg challenged New Yorkers to generate ideas for achieving 10 key goals for the city's sustainable future. New Yorkers in all five boroughs responded. The result is the most sweeping plan to enhance New York's urban environment in the city's modern history. Focusing on the five key dimensions of the city's environment — land, air, water, energy, and transportation — we have developed a plan that can become a model for cities in the 21st century. The combined impact of this plan will not only help ensure a higher quality of life for generations of New Yorkers to come; it will also contribute to a 30% reduction in global warming emissions.' Below the text, there is a link 'Click on the icons below to learn how we plan to meet our goals'. The categories are:

- Land** (Green background):
 - HOUSING**: Create homes for almost a million more New Yorkers, while making housing more affordable and sustainable.
 - OPEN SPACE**: Ensure that all New Yorkers live within a 10-minute walk of a park.
 - BROWNFIELDS**: Clean up all contaminated land in New York.
- Water** (Blue background):
 - WATER QUALITY**: Open 90% of our waterways for recreation by reducing water pollution and preserving our natural areas.
 - WATER NETWORK**: Develop critical back-up systems for our aging water network to ensure long-term reliability.
- Transportation** (Orange background):
 - CONGESTION**: Improve travel times by adding transit capacity for millions more residents.
 - STATE OF GOOD REPAIR**: Reach a full "state of good repair" on New York City's roads, subways, and rails for the first time in history.
- Energy** (Grey background):
 - ENERGY**: Provide cleaner, more reliable power for every New Yorker by upgrading our energy infrastructure.
- Air** (Light Blue background):
 - AIR QUALITY**: Achieve the cleanest air of any big city in America.
- Climate Change** (Dark Blue background):
 - CLIMATE CHANGE**: Reduce global warming emissions by more than 30%.

“Rendere conto, in modo onesto e credibile”



La trasparenza: sulla performance

