



Easy-to-read

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Results of the questions about Adapto

In September 2025,

the Public Transport Office asked people some questions.

An office is a working space.

Around 600 people answered the questions.

These people use the Adapto service.

480 people are happy with Adapto.

People trust Adapto.



What is good about Adapto

People get information.

The information is easy to understand.

People can trust Adapto.

You can get an Adapto bus most of the time.

Each person can use the Adapto bus 360 times per year.

This is enough for most people.

What should get better



Adapto wants to pay more attention to difficulties that you can not see.

Sometimes the Adapto bus is late.

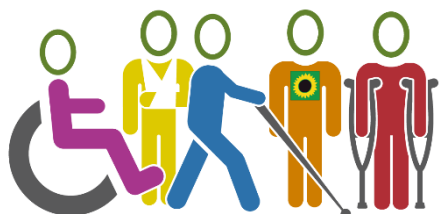
When this happens, Adapto must inform people more quickly.

Adapto wants people to have less problems to call them.

What is getting better now

The drivers get more training.

In the training, they learn how to treat people in the bus well.



The Adapto app is getting better.

The Adapto website is also getting better.

On the app and the website, there is a page.

On this page, there are questions that people asked often.

The questions are changed often.

For example: a new question is put on the page.

The phone team gets more support.



Important information



Many people know Adapto.

Many people like Adapto.

Adapto continues to get better.

This way, Adapto can help people better.