

Passengers' Guide

Getting around in the
Eurometropole of Strasbourg

BUSES • TRAMS • TER TRAINS
COACHES • BICYCLES
CAR SHARING • PARK AND RIDE

2021

Edition September 2021

www.cts-strasbourg.eu

CTS



La Compagnie
des Transports
Strasbourgeois
is committed
to making travelling
easier by
offering you a
wide choice of
transport.

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Our transport solutions

TRAM FIRST SYSTEM IN FRANCE!

6 lines: tram **A** tram **B** tram **C** tram **D** tram **E** tram **F**

Operating time: 4:30 a.m. to 12:30 a.m.

Sundays & french public holidays (except 1 May) from 5:30 a.m. to 12:30 a.m.

Frequency: one tram every 5 to 10 minutes (except line F, every 8 to 14 minutes) from 6:30 a.m. to 8 p.m. and every 15 minutes between 4:30 a.m. and 6:30 a.m. and between 8 p.m. and 12:30 a.m.

Tickets are to be validated on the platform.

BRT

2 Bus Rapid Transit lines:

bus **G** bus **H**

The Bus Rapid Transit (BRT) lines with their stops and priority routes offer a service equivalent to tram services.

Operating time: 4:30 a.m. to 12:30 a.m.

Sundays & french public holidays (except 1 May) from 5:30 a.m. to 12:30 a.m.

Frequency: every 3 to 9 minutes for the G line and every 8 to 10 minutes for the H line (from 7 a.m. to 7 p.m.).

Tickets are to be validated on the platform.

BUSES

3 high service quality trunk lines:

L1, L3 and L6

Operating time: from 5:00 a.m. to 12:30 a.m. (last journey to Strasbourg city centre), Sundays and french public holidays (except 1 May) from 6:00 a.m. to 12:30 a.m.

Frequency: during the day, a bus every 5 to 10 minutes, after 8 p.m. and later, a bus every 30 minutes.

37 bus lines throughout the areas and municipalities of the Eurometropole of Strasbourg.

Operating time: mostly from 5:30 a.m. to 11:30 p.m.

In order to develop intermodality, the schedules of some bus lines are synchronised with TER schedules to facilitate connections.

Tickets are to be validated inside the vehicle on the validators placed next to the driver.

PUBLIC TRANSPORT ON RESERVATION



Several types of transport on demand are available, depending on the area and the municipalities concerned.

These services are only available with advance booking.

Tickets are validated inside the vehicle on the validators placed next to the driver.

> More information on [cts-strasbourg.eu / Section Getting around/Public transport on reservation](https://cts-strasbourg.eu/Section/Getting-around/Public-transport-on-reservation)

SCHOOL SERVICES



Specific school lines (**Al&Rtour**) serve certain schools according at specific times adapted to school hours.

Tickets are to be validated inside the vehicle on the validators placed next to the driver.

> More information on [cts-strasbourg.eu / Section Se déplacer / Services scolaires](https://cts-strasbourg.eu/Section/Se-deplacer/Services-scolaires)

TAXIBUS SERVICES



Evening services for some municipalities, instead of regular bus services.

The taxibus waits for you in the evening when you get off the tram, at a fixed time, and drops you off at the bus stop closest to your destination (may be used with a regular ticket).

Tickets are to be validated inside the vehicle on the validators placed next to the driver.

> More information on [cts-strasbourg.eu/Section Getting around/Evening and night](https://cts-strasbourg.eu/Section/Getting-around/Evening-and-night)

HIBUS LINES

3 night lines:



N1

Boecklin

N2

Campus d'Illkirch

N3

Mathieu Zell

Central terminus: stop "Corbeau" located on Rue des Bouchers in Strasbourg.

Operates from 11:30 p.m. to 5:30 a.m. every Thursday, Friday and Saturday night including public holidays.

Tickets are to be validated inside the vehicle on the validators placed next to the driver.

> More information on [cts-strasbourg.eu/Section Getting around/Hibus](https://cts-strasbourg.eu/Section/Getting-around/Hibus)

PARK AND RIDE CAR PARKS



11 Park-and-Ride car parks allow you to cleverly combine the use of your car and public transport.

The ticket issued at the car park entrance entitles you to a return trip on the bus and tram system. Ticket valid for all occupants of the vehicle (maximum 7 people).

> More information on [cts-strasbourg.eu/Section Getting around/Park and Ride](https://cts-strasbourg.eu/Section/Getting-around/Park-and-Ride)

More information on p.19

Preparing your journey



SOME TIPS TO PREPARE YOUR JOURNEY...

- When you travel in the network, make sure you always have a valid and validated ticket on you.
- Validate your ticket every time you board a vehicle. For trams and BRT buses, the ticket is to be validated on the platform, before boarding. In buses, the ticket is to be validated inside the vehicle on the validator placed next to the driver.
- Whether you are an occasional or regular passenger, find the type of ticket or travel card that best suits your needs.
- Discover the different media - Badgéo card, CTS app or contactless ticket - and the points of sale for buying a ticket and travelling in our network.

#1 Fares: tickets and travel cards

Children
under the age
of 4 do not need
a ticket.

Tickets for occasional passengers

Fares on 1 September 2021

	On board buses (emergency tickets)	Contactless ticket 1st purchase	On Badgéon card, app or contactless ticket (reload)
SINGLE	€ 2	€ 1.80	€ 1.70
2 SINGLE TICKETS	/	€ 3.50	€ 3.40
10 SINGLE TICKETS	/	€ 14.10	€ 13.20
10 CONCESSIONARY SINGLE TICKETS*	/	€ 10.30	€ 9.60
30 SINGLE TICKETS	/	/	€ 38**

* 10 concessionary single tickets, each valid for a one-way trip with or without a connection, for children aged 4 to 11, large families and seniors aged 65 and over. You may be asked to provide evidence in the event of an inspection.

** Only on the CTS app and Badgéon cards.

24H SOLO BUS - TRAM - COACH - TER

€ 4.60

Ticket valid for 24 hours following the first validation for 1 person for an **unlimited** number of journeys on **all bus, tram and coach lines** and on **TER train lines** in the Eurometropole of Strasbourg (excluding the Strasbourg-Kehl train link). To be validated once at the SNCF station to travel on the TER.

24H TRIO BUS - TRAM - COACH

€ 6.90

€ 6.80

Ticket valid for 24 hours following the first validation **for 2 to 3 people travelling together** and **for an unlimited number of journeys** in the Eurometropole of Strasbourg.

3 DAY PASS BUS - TRAM - COACH

€ 9.30

€ 9.20

1st purchase

in
reloading

Ticket valid for 3 calendar days for 1 person, from the **1st day** of validation for an **unlimited number of journeys** in the Eurometropole of Strasbourg.

ALSA + day/group EMS BUS - TRAM - COACH - TER

€ 7.20

Ticket valid only on Saturdays, Sundays or french public holidays, for a group of **2 to 5 people**, from the date and time of purchase until midnight on the day of validation, for an unlimited number of journeys **on all bus, tram, coach and TER lines** in the Eurometropole of Strasbourg (excluding the Strasbourg-Kehl train link).

TRAM - TER ENTZHEIM AIRPORT

€ 4.70

Single ticket valid for 1.5 hours from the date and time of purchase on **bus and tram lines** and on the **SNCF TER line** for travel **between Strasbourg station and Entzheim airport**.

Also available at the Entzheim railway station.

DOUZEPASS

€ 6.10

12 single tickets for **war-disabled or visually impaired passengers**.

Conditions of eligibility on cts-strasbourg.eu Section Transport tickets

> Tickets and fares > Discover our range of tickets



Tips

All the above city tickets are also valid on the coaches of the **Fluo Grand Est 67** network within the Eurometropole of Strasbourg and allow travel to Kehl in Germany on the **D tram line**.

TICKETS ON ORDER

available on cts-strasbourg.eu, section Titres de transport / Espace PRO

Departmental, regional and cross-border.

COMBINED SINGLE TICKET

BUS - TRAM - COACH

€ 3.50

Ticket valid for a single journey or a connection after the first validation, on CTS bus and tram lines and Grand Est 67 Fluo coaches.

! THE FOLLOWING TICKETS ARE VALID FROM THE DATE AND TIME OF PURCHASE:

ALSA + 24 H Departmental

BUS - TRAM - COACH - TER

€ 23.10

Ticket valid for an unlimited number of journeys during 24 hours on all bus, tram, coach and TER lines of the Bas-Rhin network (excluding the Strasbourg-Kehl train connection).

ALSA + 24 H Regional

BUS - TRAM - COACH - TER

€ 37.40

Ticket valid for an unlimited number of journeys during 24 hours on all bus, tram, coach and TER lines of the Alsace Region (excluding the Strasbourg-Kehl train connection).

ALSA + day ticket for a group Departmental

BUS - TRAM - COACH - TER

€ 24.20

Ticket valid on Saturdays, Sundays or french public holidays until midnight on the day it is validated, for a group of **2 to 5 people** for an **unlimited number of journeys** on all bus, tram, coach and TER lines in the Bas-Rhin (excluding the Strasbourg-Kehl train link).

ALSA + day ticket for a group Regional

BUS - TRAM - COACH - TER

€ 39.10

Ticket valid on Saturdays, Sundays or french public holidays until midnight on the day it is validated, for a group of **2 to 5 people** for an **unlimited number of journeys** on all bus, tram, coach and TER lines in the Bas-Rhin (excluding the Strasbourg-Kehl train link).

EUROPASS 24H

€ 9.60

€ 14.50

Ticket valid for 24 hours for an unlimited number of journeys on bus, tram and TER lines within the Eurometropole of Strasbourg and on TGO buses and trains in the Ortenau district (Germany).

Ticket for 1 adult and 2 children aged 4 to 12

Family ticket for 2 adults and 2 children aged 4 to 12

EUROPASS MINI 24H

€ 6.80

€ 11.20

Ticket valid for 24 hours for an unlimited number of journeys on bus, tram and TER lines within the Eurometropole of Strasbourg and on TGO buses and trains in fare zone 2 and the municipality of Appenweier.

Ticket for 1 adult and 2 children aged 4 to 12

Family ticket for 2 adults and 2 children aged 4 to 12



Travel cards for regular travellers

Fares on 1 September 2021

Monthly & annual CTS travel cards

Travel cards offer you **the lowest fare** for an unlimited number of journeys and enable you to benefit from means-tested fares.

- Travel cards are loaded into **Badgé cards** or **smartphones** via the CTS application (if the telephone is compatible).
- **Monthly travel cards** are valid from the first to the last day of the month.
- **From the 25th of the current month**, you can buy your travel card for the next two months.

Concessionary travel card: Solidarity fares

The **Eurometropole of Strasbourg** has set up a **solidarity fares system**. It consists in offering concessionary monthly travel cards **based on the resources of the household** (income and composition) **or the bursary grade and age** (according to the procedures defined by the French administration).

More information on pages 14 and 15.

How to buy a travel card on a Badgé card

- **Monthly or annual payment by bank card, cheque (only in sales offices) or cash:**
 - using a bus/tram vending machine (in coins only, maximum 20 coins)
 - from your home via our website: only by bank card.
 - from a CTS sales outlet: list available on cts-strasbourg.eu, section Tickets/Points of sale
 - from a partner Crédit Mutuel or CIC ATM.
 - from the sales office: 9 Place Saint-Pierre-Le-Vieux in Strasbourg.
- **Monthly payment by direct debit:** direct debit can be set up from the sales office or online. You will need to fill in a form and supply your bank account particulars to set up the direct debit.

> More information on cts-strasbourg.eu, section Tickets/Tickets and fares

	FULL FARE		MONTHLY TRAVEL CARD WITH CONCESSIONARY FARE according to age, family quotient (household income) or bursary grade		
	MONTHLY	ANNUAL	QF3 from €561 to €764 included	QF2 from €357 to €560 included	QF1 up to €356 included
4 - 17 years	/	€* 0 for residents of the Eurometropolis and Kehl	/	/	/
	€27.60	€276 2 MONTHS FREE	€13.60	€7.30	€3.40
18-25 years	€27.60	€276 2 MONTHS FREE	€13.60	€7.30	€3.40
26-64 years**	€51.80	€518 2 MONTHS FREE	€25.70	€13.40	€5.80
65 years and above	€27.60	€248.40 3 MONTHS FREE	€13.60	€7.30	€3.40
Non-personal (Company, family, etc.)	€61.80	€618 2 MONTHS FREE	/	/	/
Rotonde P+R	€61.80	€618 2 MONTHS FREE	/	/	/

* More information on abonnement-gratuit.cts-strasbourg.eu

** Special fares for holders of 80% disability cards, valid upon presentation of the card.

Focus on concessionary travel cards

Solidarity fares

The solidarity fares scheme of the Eurometropole of Strasbourg provides for concessionary monthly travel cards for a **maximum of 12 months**.

Travel card prices are set based on **age** and the **Family Quotient (QF)** and apply to all the eligible members of the household (parents and children) identified in the certificate.

Means-tested fare concessions must be renewed every year, online or at the CTS sales office.

To be entitled to a concessionary travel card, your family quotient must be equal to or below **€764**.

Securing a concessionary travel card

STEP 1: HAVE YOUR FAMILY QUOTIENT ESTABLISHED BEFORE HAND

- > **RECIPIENTS OF FAMILY BENEFITS from de french CAF:** your family quotient can be found on your **PAYMENT certificate** available on caf.fr, section **My account**.
- > **NON-RECIPIENTS OF FAMILY BENEFITS:** you can have your family quotient established via:
 - **the Eurometropole of strasbourg website:** demarches.strasbourg.eu, section Health/Social,
 - or **the town hall or the CCAS** (communal social action centre) of your municipality by presenting the required documents*,
 - or **the medical-social centre (CMS)** in your neighbourhood by presenting the required documents*.

STEP 2: IF YOUR FAMILY QUOTIENT IS LESS THAN OR EQUAL TO €764, FINALISE YOUR APPLICATION AT THE CTS SALES OFFICE OR DIRECTLY FROM YOUR CUSTOMER ACCOUNT VIA OUR WEBSITE.

- > **RECIPIENTS OF FAMILY BENEFITS:** provide your identification, your Badgéο card (and those of your dependents, if necessary) and your **PAYMENT certificate dating from less than three months**. Please note that only printed certificates of payment are accepted.
- > **NON-RECIPIENTS OF FAMILY BENEFITS:** provide your identification, your Badgéο card (and those of your dependents, if necessary) and your **FAMILY QUOTIENT certificate dating from less than three months**. If you obtained your certificate from the Eurometropole of Strasbourg website, **the email accompanying** the certificate must also be presented when you set up your travel card.

*last tax notice, identification document or family record booklet.

Students with scholarships

Students with bursaries can benefit from concessionary rates based on their **bursary grade** (except for grade 0 and 0 bis).

Fares applicable based on bursary grade		
	Below 26 years	26-64 years
Grade 1 or 2	€13.60	€25.70
Grade 3 or 4	€7.30	€13.40
Grade 5, 6 or 7	€3.40	€5.80

Securing a concessionary travel card with a bursary notification (from grade 1)

FROM THE SALES OFFICE

By presenting your Badgéο card and your bursary notification for the current year issued by the CROUS, the Ministry of Agriculture or the Grand Est Region (for students in the health and social field).

ONLINE, FROM YOUR CUSTOMER ACCOUNT

You can find all the information on our website, cts-strasbourg.eu, section Tickets/Tickets and fares.

Students without bursaries

Are you a student with no bursary? You may be able to benefit from a concessionary travel card based on your family quotient.

- > Find all the information on cts-strasbourg.eu, section Transport tickets/ Tickets and fares or apply for a family quotient certificate directly on the Eurometropole of Strasbourg website, demarches.strasbourg.eu, section Health/Social.

Focus on combined travel cards

Tram + Bus + TER + Vélohop
+ Citiz + Yea! car sharing +
Park & Ride scheme

The PassMobilité








Annual travel card that allows you to combine all travel solutions on a single card.

For more information, visit www.passmobilite.eu,
the **sales office** or the **Vélohop shops**.

50%
paid
by your
employer

Choice of two packages
based on your needs:

	LIBERTÉ	PREMIUM
 Tram & Bus	Unlimited use of the CTS network in the Eurometropole of Strasbourg and Kehl (line D).	
 P+R	Access to all 11 Park & Ride (P+R) car parks (including the Rotonde P+R car park)	
 Vélohop	One-off rental of Vélohop from automatic stations for one year + extra charge per use: €0.20/hour (€1 for 12 hours)	Unlimited access to Vélohop (conventional bicycle at home or unlimited use of bicycles from automatic stations for no extra cost)
 Citiz + Yea! car sharing	Access to Citiz Carsharing at the CLASSIC* rate + charge per use.	Access to Citiz Carsharing at the FREQUENCE* rate + charge per use.
 TER	Access to TER trains within the Eurometropole of Strasbourg for no extra charge (reserved for residents of the Strasbourg Eurometropolis, conditions on p.18) Strasbourg-Kehl connection excepted.	

* More information on <http://citiz.coop>

PassMobility travel cards

FARE CLASS	LIBERTÉ		PREMIUM	
	ANNUAL FARE	MONTHLY* FARE	ANNUAL FARE	MONTHLY* FARE
18-25 years	€330	€27.50	€426	€35.50
26-64 years	€558	€46.50	€642	€53.50
65 years and above	€304.80	€25.40	€400.80	€33.40

* Monthly rates as of 1 July 2019 - based on a 12-month commitment.

Other combined travel cards

PRIMO (BELOW 26 YEARS)/ PRESTO (ABOVE 26 YEARS)

Annual, monthly or weekly TER + bus + tram travel card for journeys including trips outside the Eurometropole of Strasbourg.

Information and sales from the SNCF on 0 805 415 415 (free service and call)
or on www.ter-sncf.com/grand-est

EUROPASS MONTHLY

€78

Travel card valid from the first to the last day of the month for an unlimited number of journeys using buses, trams, coaches and TER trains within the Eurometropole of Strasbourg and on buses and trains in **TGO fare zones 2 and 5**.

Also available in EUROPASS MINI MONTHLY (bus, tram, coach and TER trains in the Eurometropole of Strasbourg + buses and trains in **TGO fare zone 2 and the municipality of Appenweier**): €61.50.

These annual and combined travel cards are not covered by the solidarity fares system of the Eurometropolis of Strasbourg.

Travel cards: added benefits

Monthly and yearly CTS travel cards allow you to benefit from numerous advantages!

50% PAID BY YOUR EMPLOYER



Your employer can pay at least half the cost of your travel card. The certificates to submit to benefit from this advantage are available on your online account cts-strasbourg.eu, section Online sales/Purchase history.

ACCESS TO TER TRAINS



Residents of the Eurometropole with monthly, annual, P+R Rotonde and PassMobilité travel cards can **use TER lines** running within the Eurometropole of Strasbourg (13 stations, excluding the Strasbourg - Kehl train link) for **no extra cost**, upon **presentation of your Badgéo Solo or PassMobilité card bearing the TER ticket**.

That ticket is available in the CTS sales office or via your online account.

> All information on cts-strasbourg.eu, section Getting around/Additional transportation modes

TRAVEL TO KEHL



On board the buses of Kehl

On presentation of your **travel card** and your **purchase certificate** (which can only be downloaded from your online account) to the TGO bus driver, you can travel on Kehl bus routes in certain fare zones for no extra charge.

> All information about the fare zones accessible with your travel card is available on cts-strasbourg.eu, section Tickets/Tickets and fares

BICYCLE PARKS



Your CTS travel card gives you free 24/7 access to CTS bicycle parks (P+V).

> All information on cts-strasbourg.eu, section Getting around/Additional transportation modes

Focus on Park and Ride car parks (P+R)

CTS travel cards give you access to P+R all year round**!



PARK AND RIDE CAR PARKS

11 Park-and-Ride (P+R) systems allow you to cleverly combine the use of your car and public transport. Opt for a Park & Ride car park located in the immediate vicinity of a tram station or the G and H bus lines. Description available on cts-strasbourg.eu, section Getting around/Park and Ride

• P+R/P+R ROTONDE

€4.20 / €4.70

The ticket price covers:

- a parking space for a day
- a return trip by tram and/or bus for all the occupants of the car (up to 7 maximum).

Notes: you can pay for the P+R ticket at the automatic pay stations upon arrival at the car park or at the time of departure.

Are you arriving in a camper van or touring coach?

The Elsau P+R park admits vehicles over 1.90 m high!

For more about the conditions, go to our website, cts-strasbourg.eu, section Getting around/Park and Ride

• CAMPER VANS LESS THAN 3 M HIGH

€16.10

Parking valid for the day, with a return bus and tram ticket for 1 to 7 people travelling together with or without a connection within an hour of first validation.

• TOURING COACH AND CAMPER VAN OVER 3M HIGH

€18.60

Parking valid for the day, with a return bus and tram ticket for 1 to 7 people travelling together with or without a connection within an hour of first validation.

• TOURING COACH

€34

Parking for the day (+ 1 bus/tram ticket for up to 80 passengers) – **only by advance order**.

> For more about the conditions, go to our website, cts-strasbourg.eu, section Getting around/Park and Ride

TIPS

An additional €10 per day is charged if you exceed the permitted parking time for one day (from 4:30 a.m. to 1:30 a.m. the following day).

* Tariffs on 1 September 2021

** Excluding 4-17 year old travel card and P+R Rotonde

All our Park and Ride car parks are open 24/7



#2 CTS ticket media

At any time, you can check the balance on your Badgé card or your contactless ticket on a vending machine or a partner Crédit Mutuel or CIC ATM.

BADGÉO SOLO CARD



Rigid personal card: **ideal for frequent or occasional travel!**
It offers maximum convenience!

Free online.
€5 at the CTS sales office
& Vélhop shop.

BADGÉO MULTI CARD



Rigid non-personal card: **ideal for regular travel!**

€2.

CONTACTLESS TICKET



Non-personal medium: **ideal for occasional travelling!**

Value 10 cents.

YOUR SMARTPHONE



CTS mobile app: **ideal all-in-one medium for regular or occasional use!**

Free of charge.

Transport tickets available

- Travel cards and tickets

- Non-personal travel cards and tickets

- Tickets (per 10 maximum)

- Travel cards (**My Tickets** feature available on Android NFC) and tickets (feature **Leaving now** feature available on all Android and iOS smartphones and **My Tickets** feature available on Android NFC).

Where to get it?



- Personal card with name and photo.
- Single journeys (bought singly or in tens) cost less than contactless tickets when purchased initially.
- Secure: in the event of loss or theft, a duplicate may be issued (€8), and all the content is retrieved.

Benefits



- May be lent to another user (but cannot be shared for the same journey).
- Single journeys (bought singly or in tens) cost less than contactless tickets when purchased initially.



- Can be lent but not shared for the same journey (unless loaded with 24H TRIO).
- Lower fares while reloading.



- The CTS app will be a valuable travel companion that allows you to combine all CTS services on a single medium: purchase of tickets, traffic information, schedules for next bus/tram, route search, reservation of a flex'hop vehicle and much more...
- Allows multiple people to travel with one phone.

Features

- Validity: 6 years maximum.
- Photograph and identification required for issuing the card.

- Validity: 4 years maximum.
- In the event of loss or theft, the Badgé Multi card cannot be duplicated. The loaded tickets are lost.

- Validity: 2 years maximum.

The **Premium service** allows you to load travel cards, and keep your loaded and unused tickets in case of loss, theft or breakage of your smartphone (valid on Android NFC)

> All information on appli
cts-strasbourg.eu.



Online sales



Online office



Vélhop shop,
Schiltigheim



CTS office



Vending machine



On board buses

#3 Points of sale

Buying your ticket



Vending machines at tram stations, onlines G and H and on lines L1, L3 and L6

All tickets (except for Park & Ride tickets) and travel cards can be purchased from the vending machines at tram stations, on lines G and H and at some bus stops.

Payment by bank card (no minimum) or cash (coins only, maximum of 20 coins).

From the 25th of the current month, you can buy your travel card for the next two months.



CTS app

With the CTS app, buy, manage and validate your tickets with your smartphone.

The Immediate Departure feature (available on all smartphones - iOS and Android) allows you to buy occasional tickets (singles, 24H SOLO, 24H TRIO) valid immediately after payment.

The My tickets feature (available on all NFC-enabled Android smartphones) allows you to buy all your tickets and travel cards and build up a real portfolio of tickets.

> More information on appli.cts-strasbourg.eu



CTS sales outlets

Almost all transport tickets (tickets and travel cards) are available from CTS sales outlets (Vélhop shops, tobacconists and newspaper shops, bakeries, etc.).

> Complete list of CTS sales outlets on cts-strasbourg.eu section Transport tickets/Points of sale.



Tips

Discover the list of all the points of sale, as well as the details of the tickets available for sale on the CTS app or on our website cts-strasbourg.eu, section Transport tickets/Points of sale.



Partner ATMs

The partner ATMs of CRÉDIT MUTUEL and CIC are identified by a Badgéo sticker. They allow you to load your Badgéo card (monthly travel card or unit tickets) and your contactless tickets whether or not you are a customer of the bank.

> Complete list on cts-strasbourg.eu/Section Tickets/Points of sale



Online sales

Load your unit tickets or travel cards onto your Badgéo card without leaving your home!

If you do not yet have a Badgéo card, it will be sent to you free of charge if you order it online.

If you want to have your card immediately, please go to the CTS sales office.

> No customer account?

Go to cts-strasbourg.eu to create your account.



CTS sales office

Here you can buy a solo or multi Badgéo card and load it.

Sales staff can advise you on the best choice of ticket and medium.

Tickets only available on Badgéo cards.

Tram station Alt Winmàrik (Tram B/F)

9 place St-Pierre-le-Vieux in Strasbourg

- Monday to Friday from 8:30 a.m. to 7 p.m.
- Saturday from 9 a.m. to 5 p.m.



On board buses

As a last resort, emergency tickets can be purchased from the driver on board the bus for €2 each.

Focus on online sales

To make your purchases 24/7, go to [cts-strasbourg.eu!](https://cts-strasbourg.eu)

The Badgéο card is available online

With CTS online sales, you can:

- ➔ **Order a Badgéο solo card** and **reload** it;
- ➔ **Load your** ticket or travel card;
- ➔ **View** the tickets loaded on your Badgéο card;
- ➔ Apply for a **free travel card ticket for children aged 4-17**;
- ➔ **Set up a direct debit**;
- ➔ **Renew your preferential** fares: concessionary travel card or TER ticket;
- ➔ Benefit from an **expiry alert system** for your card or your special fares;
- ➔ **Access your purchase history** and obtain a certificate;
- ➔ Ask for a **duplicate of your Badgéο solo card** if it is lost or stolen;
- ➔ **Be informed** of the latest news about the system.

To access all these services, simply **create your free customer account** by going to the Online Sales section of the cts-strasbourg.eu website
Use it right away!



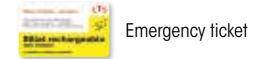
To use this facility
SEND YOUR REQUEST:



on cts-strasbourg.eu
or via the **cts app**

BUS + TRAMTRAVEL CARD
FREE OF CHARGE
passengers aged below 18
LIVING IN THE EUROMETROPOLE OF STRASBOURG OR IN KEHL

#4 In brief



> Find our full range of fares on cts-strasbourg.eu section Tickets/Tickets and Fares

Main tickets	Points of sale	CTS VENDING MACHINE	SMARTPHONE	CTS SALES OUTLETS	PARTNER BANK ATM	ONLINE SALES	CTS SALES OFFICE	BUS
Travel cards office			 only on Android NFC					
Single tickets bought singly, in pairs or sets of 10 (concessionary or full price)								 only Single tickets, bought singly
Single tickets in sets of 30								
24H SOLO		 only for initial purchase						 only on lines 42, 43, 44, 64 and Flex'hop
24H TRIO								
3 DAY PASS								

#5 Focus on interactive tools to make travelling easier

The CTS app & the [cts-strasbourg.eu](https://www.cts-strasbourg.eu) website



Schedules View the schedules or the next bus or tram.



Traffic info Receive personalised notifications on your smartphone to be informed about the traffic situation of your favourite bus or tram lines.



Trip planner Find the optimal route according to your desired departure or arrival timing, calculate your travel time and view it on an interactive map.



Points of sale Find out which point of sale is closest to you to buy your tickets.



Lost property Report the loss of your item via the dedicated platform. If it is found, you will be notified by email.



Parking information View the number of spaces available in the P+R and other car parks of the Eurometropole of Strasbourg in real time.



flex'hop Discover CTS public transport by reservation and book your journeys directly online 24/7.



News Find the latest news from the entire system.

For the purchase of tickets, it's much easier!

• NEW •
VERSION

Appli
CTS

ALL-IN-ONE



Being better informed

it's much easier!



• NEW •
VERSION

Appli
CTS

ALL-IN-ONE

All
the tools
to keep
in touch!

Real-time traffic information
available from:



The CTS app, section **Traffic info**



Our Twitter account **#CTS_Infostraffic**



Our website cts-strasbourg.eu in the **Traffic News** section

Next bus or tram
in real time available
from:



The CTS app, **Schedules** feature



The cts-strasbourg.eu website, section **Real Time**



Passenger information terminals at bus stations
and stops

Find us on social media!



#6

Travelling in order

BUS AND TRAM ETIQUETTE

To ensure that everyone travels comfortably and safely

on public transport in the Greater Strasbourg area, certain rules must be observed by all. CTS has made the fight against fraud and anti-social behaviour one of its priorities.

CTS inspectors and security personnel are responsible for making sure that these rules are respected for the well-being of all.



Transport ticket

All passengers over the age of 4 must have a valid ticket or travel card. The ticket must be validated each time you board a vehicle, including when transferring.



Smoking and vaping

As in all public places, **smoking is not allowed on buses and trams.** The use of electronic cigarettes is also prohibited.

To stop smoking, get help by calling 39 89 (€0.15/min Tabac Info Service).

(decree no. 2006-1386 of 15 November 2006 setting the conditions for the application of the smoking ban in places for collective use).



Noise

The use of any audio device, MP3 player or mobile phone is **permitted only with headphones, providing the volume does not disturb other passengers.**



Animals

Only **small pets in baskets** and **guide and assistance dogs** are allowed on buses and trams.



Wheelchair spaces

Wheelchairs have priority access to reserved spaces.

Walkers and rollators are also allowed on buses and trams.



CCTV monitoring

For security reasons, **a CCTV system is installed in our sales office, our vehicles and along the CTS transport system** (articles L. 223-1 to L. 223-9 and R. 251-1 to 255-1 of the French Internal Security Code). Any individual may obtain information about themselves from CTS and, where applicable, exercise their right of access by sending an email to: dpo@cts-strasbourg.fr



Bulky objects and hazardous materials

The **transport of bulky objects and hazardous materials is prohibited** on buses and trams.



Reserved seats

All passengers are asked to give up their seats to holders of cards stating "need of accompaniment" or "need of accompaniment-blindness", the elderly, pregnant women and passengers accompanied by children under 4 years of age.



Pushchairs

Pushchairs are to be parked in the wheelchair space if it is available.

The driver may refuse access to a pushchair if it causes inconvenience to other passengers or if there is a risk of accident.



Keep the vehicles clean

Passengers are not allowed to **eat or drink** on buses and trams, **litter the floor** or **put their feet on the seats**.

Passengers may not board the vehicles under the influence of alcohol or consume alcoholic beverages inside the vehicles.



Bicycles, e-scooters, push scooters etc.

On buses

- Unfolded e-scooters/push scooters and bicycles (folded or unfolded) are prohibited.
- Folded e-scooters/push scooters are allowed.

On trams

- Unfolded e-scooters/push scooters and bicycles are **prohibited from Monday to Saturday from 7 a.m. to 9 a.m. and 5 p.m. to 7 p.m.** Depending on crowding, they are allowed outside these times, as well as on Sundays and french public holidays.
- In case of a breakdown preventing the use of a bicycle, cyclists may board carriages regardless of the time and day, depending on crowding.
- Access on board is limited to **no more than 2 bicycles or e-scooters/ push scooters** per carriage (except on Sundays and french public holidays, subject to space availability) and is only permitted using the **rearmost door of the carriage**.
- Professional delivery cyclists are not allowed on board at any time.
- Folded bicycles and e-scooters/push scooters are permitted at all times, providing they are no larger than a suitcase.
- During the journey, owners must take care of their bicycle or e-scooter/ push scooter and ensure stability and safety. Owners shall be fully liable, within the limits of the law, for any harm or damage caused to other passengers, CTS property, or themselves.

On buses and trams

- Segways, tricycles, cargo bikes, bicycles with trailers, mini motorcycles, and electric motorcycles are all prohibited.
- Cycling, scooter riding, skateboarding, and roller skating are all prohibited.



Tram surfing

For safety reasons, **riding on the outside of trams is strictly forbidden.**

Use the tram
for the last leg
of your journey!*



* **MAXIMUM 2 BICYCLES PER TRAM**
ENTRY THROUGH THE REAR DOOR ONLY
SUBJECT TO AVAILABLE SPACE

Validation

Validate...

... with a Badgéó card, a contactless ticket

Bus tickets are validated **inside the vehicle** with the validators placed next to the driver.

For **trams** and **buses on lines G and H**, the ticket is validated on the validator placed **on the platform, before boarding the vehicle**.

The validator displays a sign and emits a sound to confirm validation.

Important: you need to take your ticket out of your bag or wallet when validating it on the validator for clear reading.



DID YOU KNOW?

If you hold your contactless ticket on the validator once again, the available ticket balance is displayed on the validator screen.

... with a smartphone

1. With the Immediate Departure feature (QR Code valid from the moment of purchase):

- To get on the TRAM: no need to validate. Your QR code is validated **automatically**.
- To use a BUS, just hold your QR Code **under the validator**.

Tip:

If you are travelling in a group, you can buy several tickets at the same time, and validate them all at once!



2. With the My tickets feature :

Once you have downloaded your tickets, **you can use them wherever you want**, whenever you want (within the limits of the CTS bus-tram system)!

- Select your ticket
- Place **the back of your telephone** on the target of validators, as you would a Badgéó card or a contactless ticket
 - in the bus near the driver, by getting in at the front of the vehicle
 - on the validators on the platforms of tram stations or bus lines G and H.



Inspections & penalties

Inspectors can check the validity of tickets at any time during the journey: on the platform, at stops or in vehicles.

You will be asked to show them your validated ticket.

EXAMPLES OF OFFENCES* & PENALTIES

Rates as on 1 December 2017.

Any offender on board CTS trams and buses is liable for a penalty in an amount that varies according to the offence.

Example:

No ticket

€60**

Immediate payment

Ticket not validated

€40**

Immediate payment

Feet on seats

€70

Immediate payment

Smoking

€70

Immediate payment

Refusal to comply

€150

Immediate payment

* In accordance with the Transport Police Regulations. (Full rules available on written request to CTS Service Relation Client, 14 rue de la Gare aux Marchandises 67035 Strasbourg Cedex).

**€40 processing surcharge for deferred payment.

> Penalty amounts are subject to change.
Latest news available on cts-strasbourg.eu.



If a validator does not work, **please use another one**.
There are several validators on the platforms of all tram stations and on the G and H bus lines.

If the payment is deferred, our employees are authorised to take down the name and address of any offender (and to call the police if necessary) to draw up a penalty notice.

The notice will indicate the total fixed amount to pay, plus €40 as processing charges.

* Processing charges do not apply to offenders below the age of 18, if payment is made within five days of the issue of the penalty.

In accordance with applicable regulations, penalties must be paid within a **maximum period of 3 months from the date on which they are issued, before they are sent on to the Public Prosecutor's Office**.

That may be done:

- **online** on cts-strasbourg.eu;
- **using a penalty ticket** sold from all the vending machines of tram stations, lines G and H, some bus stops and CTS sales outlets. The ticket must be sent by post to the CTS together with the penalty notice or a copy of the notice;
- **by post or bank cheque** accompanied by the penalty notice or a copy, to:
Bureau de recouvrement des indemnités forfaitaires (BRIF)
14 rue de la Gare aux Marchandises - CS 15002
67035 STRASBOURG CEDEX 2
- **by bank transfer or postal money order**, to the account:
Caisse Épargne Alsace - IBAN: FR76 1513 5090 1708 7709 8967 108
BIC: CEPFRPP513
indicating the penalty notice number and the surname and forename of the individual receiving the penalty.

You have a legal period of three months from the date of the penalty to appeal against it.

The appeal must be presented with supporting evidence, accompanied by a copy of the penalty and any proof of purchase.

The appeal is to be addressed to:

CTS

Contestation des indemnités forfaitaires

14 rue de la Gare aux Marchandises

CS 15002 67035 STRASBOURG CEDEX 2

Or via our contact form available on
cts-strasbourg.eu/Contact.



Travel card holders travelling without their travel cards are liable for a penalty for fare evasion in accordance with Article R. 2241-8 of the Transport Code.

As a goodwill gesture, if the travel card holder provides written proof of their travel card, the penalty may be cancelled, subject to €20 **processing fee**.

DID YOU KNOW?

Immediate payment avoids the €40 processing charge.**

Penalties may be paid immediately in cash, by bank card or cheque.

**Rates as of 1 December 2017

#7

Practical information

LOST PROPERTY

Did you lose something in our network? Report your loss via our website cts-strasbourg.eu, Lost Found Objects or from the CTS app. If your item is found, we will contact you.

REFUND

Did you make a mistake while buying a ticket? Did you experience a problem with a vending machine? In special cases, CTS could **replace** or **refund** your tickets, **mainly in the form of purchase vouchers**.

To do so, please contact us **by post** or **via the** refund form available on our website, section Contact.

CANCELLATION

Do you want to cancel a travel card? Please send your request by post or complete the cancellation request form available on our website under Contact.

To be effective the following month, the request must be made **before the 20th of the month**. After that date, the next month will be charged.

OMBUDSMAN

Any consumer dispute concerning the execution of a travel card agreement may be submitted to the consumer dispute ombudsman.

To make an appeal, the consumer must first demonstrate that they have attempted to settle the dispute with the Customer Relations and Commercial Development Department (DRCDC) of CTS through a written complaint.

However, the parties to the agreement remain free to accept or refuse the use of the services of the ombudsman.

The following ombudsman should be approached:

Jean-Pierre Teyssier

MTV Médiation Tourisme et Voyage

BP 80 303 - 75 823 Paris Cedex 17 (mtv.travel)

The solution proposed by the ombudsman is not binding on the parties to the agreement.

CARD LOST OR STOLEN?

You can **ask for a duplicate (cost €8*) Badgéo solo card** with all the tickets contained in it at the time of the report. The request may be made online on our website, section Online Store, or from a CTS sales office. The Badgéo multi card cannot be duplicated.

You will need the following:

- an **identification document**;
- a **recent identification photograph**;
- €8* (price of duplicate).

* Fares on 1 July 2019

ADDITIONAL
TRANSPORT OFFERSINTERCITY
COACHES

Fluo Grand Est 67 operates regular intercity routes between the municipalities located outside Eurometropole of Strasbourg and with the Strasbourg Eurometropolis, and the Central Station.

A combined Fluo Grand Est 67 and bus-tram network fare is available.

> ctbr67.fr



CAR-SHARING SERVICE

Combine the car-sharing service with your bus-tram travel card by opting for the PassMobilité.

> alsace.citiz.coop

BICYCLE RENTAL
SERVICE

Rent a bicycle for a day, a week, a month or a year.

> velhop.strasbourg.eu



SNCF TER NETWORK

Combined SNCF TER and bus and tram fares are available.

Residents of the Strasbourg Eurometropolis can also travel by TER in the Eurometropole of Strasbourg with their CTS travel cards for no extra cost (see conditions on page 18).

> All information on ter-sncf.com cts-strasbourg.eu, section Getting around/Additional transportation modes



AN ACCESSIBLE TRANSPORT NETWORK

Because public transport must be accessible to all, CTS is concentrating its efforts on facilitating travel for people with reduced mobility.

On the tram network, audible announcements, tactile ground surface indicators, reserved spaces, low floors and sliding doors allow everyone to move around easily.

On the bus network, all new vehicles are equipped with two wheelchair spaces and a tram-type door to facilitate access to the bus.

New bus stops are equipped with a curb designed to make it easier for buses to dock flush with the platform.

Common sense & public spirit

Do you take the bus?

To save time, prepare your ticket so as to present it when you get on the vehicle. Enter the bus at the front and leave at the back.

Let passengers exit first!

In buses and in trams, let passengers exit before you board the vehicle.

Offer your seat

to people with reduced mobility, pregnant women, young children and the elderly.

For your safety

- At stations and stops, stand away from the edge of the platform.
- Inside buses and trams, hold on to the bars and handles, which will help you keep your balance.



ATTENTIFS ENSEMBLE



Gardez vos bagages avec vous
Repérez les colis abandonnés

Regardez **Signalez**

Prévenez les agents présents
Facilitez les contrôles de vérification



CONTACTS

ALLO CTS 03 88 77 70 70

- Monday to Friday from 7:30 a.m. to 7 p.m.
 - Saturday from 8:30 a.m. to 5:30 p.m.
-

CUSTOMER SERVICE

CTS

14 rue de la Gare aux Marchandises
CS 15002
67035 Strasbourg Cedex 2

CTS SALES OFFICE

9 place St-Pierre-le-Vieux
(Tram B / F - station Alt Winmörlik)

- Monday to Friday
from 8:30 a.m. to 7 p.m.
 - Saturday from 9 a.m. to 5 p.m.
-