



Passengers' guide CTS



July 2023 Edition

CTS-App



cts-strasbourg.eu

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1 Ticket fares

Tickets valid up to Kehl (Germany) with tram line D

Fares on 1 July 2023

SINGLE TICKETS - BUS - TRAM - COACH¹

Valid for a single passenger, with or without transfers.

Return not included.

	On board buses	First purchase on BSC ² card	On Badgé card, app, contactless card reload
Single tickets	€2.50	€2.10	€1.90
Sets of 2 tickets		€3.80	€3.60
Sets of 10 tickets		€17.30	€17.10
30 tickets only on Badgé card and CTS app			€47.50

Discount SINGLE TICKETS - 10 tickets

€15.40

€15.20

Valid for a single passenger **with or without transfers**, 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.

24H SOLO - BUS - TRAM - COACH¹

€4.60

Valid for a **single passenger** for **24 hours** following first validation, for an **unlimited number of journeys** on **all bus, tram and coach lines** in the Eurometropolis of Strasbourg. Available for the initial purchase or contactless card reload.

24H TRIO - BUS - TRAM - COACH¹

€10.40

€10.20

Valid for **1 to 3 passengers** for **24 hours** following first validation, for an **unlimited number of journeys** in the Eurometropolis of Strasbourg.

3 DAY PASS - BUS - TRAM - COACH¹

€10.40

€10.20

Valid for a **single passenger** for **3 calendar days** from the first day of validation for an **unlimited number of journeys** in the Eurometropolis of Strasbourg.

COMBINED SINGLE TICKET BUS - TRAM - COACH

€3.50

Valid for a **single journey** or a **journey with transfers** after the first validation, on bus, tram and coach lines. Sold only on the CTS mobile app.

DOUZEPASS

€7.80


Single ticket in sets of 12 for visually impaired passengers or disabled war veterans, only on Badgé card.

See conditions on cts-strasbourg.eu

section: Tickets > Tickets and fares > Discover our range of tickets

1 - Fluo Grand Est 67 coach in the Eurometropolis of Strasbourg - 2 - Contactless ticket

Departmental, regional and cross-border tickets

 The tickets below are valid from the date and time of purchase.

Valid for an unlimited number of journeys over 24 hours.

ALSA + 24H EMS €4.60
BUS - TRAM - COACH - TER

Valid on bus, tram, coach and TER lines in the **Eurometropolis of Strasbourg** including to the airport (Strasbourg-Kehl train link excluded).

ALSA + 24H Departmental €23.10
BUS - TRAM - COACH - TER

Valid on all **bus, tram, coach and TER** lines in the **Bas-Rhin** (Strasbourg-Kehl train link excluded).

ALSA + 24H Régional €37.40
BUS - TRAM - COACH - TER

Valid on all **bus, tram, coach and TER** lines of the **Alsace network** (Strasbourg-Kehl train link excluded).

Valid only on Saturdays, Sundays and french public holidays, for groups of 2 to 5 passengers, for an unlimited number of journeys.

ALSA + group day ticket EMS €7.20
BUS - TRAM - COACH - TER

Valid on **bus-tram-coach and TER** lines in the **Eurometropolis of Strasbourg** (Strasbourg-Kehl train link excluded).


ALSA + group day ticket Départemental €24.20
BUS - TRAM - COACH - TER

Valid on all **bus, tram, coach and TER** lines in the **Bas-Rhin** (Strasbourg-Kehl train link excluded).

ALSA + group day ticket Régional €39.10
BUS - TRAM - COACH - TER

Valid on all **bus, tram, coach and TER** lines of the **Alsace network** (Strasbourg-Kehl train link excluded).

Other tickets

 The Europass tickets below are valid from the date and time of purchase.

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 **Eurometropolis of Strasbourg and 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 **Eurometropolis of Strasbourg and 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

TRAM - TER ENTZHEIM AIRPORT €4.80
BUS - TRAM - TER

Single ticket valid for 1.5 hours after purchase on **bus and tram lines** and the **SNCF TER line for travel between Strasbourg station and Entzheim airport**. Also available at the Entzheim railway station.



Useful information
TICKETS ON ORDER










Available from cts-strasbourg.eu (French version)
section: Transport tickets > Businesses

2 Travel cards

Fares on 1 July 2023

Travel cards offer the **lowest fares** for an unlimited number of trips.

- Loaded on Badgéo cards or smartphones via the CTS app.
- **Monthly travel cards** are valid from the first day of the month to the last.
- **From the 25th of the month**, you can buy your card for the next two months.

Points of sale					
Payment methods	Smartphone	Online store	CTS vending machines	CTS sales outlets	CTS sales office
	×	×	×	×	×
			×	×	×
			coins only (max 20)		
		×			×
					×

* 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 a RIB [bank account particulars document] to set up the direct debit.

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

ANNUAL AND MONTHLY CTS TRAVEL CARDS		MONTHLY SOLIDARITY DISCOUNT TRAVEL CARDS according to age, family quotient or scholarship level		
ANNUAL	MONTHLY	FQ3 from €583 to €795 included	FQ2 from €371 to €582 included	FQ1 up to €370 included
Ages 4-17	Free* for residents of the Eurometropolis and Kehl	/	/	/
€280 2 MONTHS FREE	€28	€13.60	€7.30	€3.40
Ages 18-25	€280 2 MONTHS FREE	€28	€13.60	€7.30
€28	€28	€13.60	€7.30	€3.40
Ages ¹ 26-64	€560 2 MONTHS FREE	€56	€25.70	€13.40
€56	€56	€25.70	€13.40	€5.80
Ages 65 and above	€280 2 MONTHS FREE	€28	€13.60	€7.30
€28	€28	€13.60	€7.30	€3.40
Non-personal ²	€660 2 MONTHS FREE	€66	/	/
€66	€66	/	/	/
P+R ³ Rotonde	€660 2 MONTHS FREE	€66	/	/
€66	€66	/	/	/

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

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

2 Non-personal and transferable within the same company or family.

3 Provides access to the Rotonde P+R in addition to the conventional transport network.

 **MORE INFORMATION ABOUT SOLIDARITY DISCOUNT FARES** on the following page

3 Solidarity discount travel cards

Fares on 1 July 2023

Solidarity discount fares

They entitle their beneficiary to a discount on the price of a monthly card for **no more than 12 months**.

BENEFICIARIES

All individuals who can demonstrate that their **family quotient is below or equal to €795** or scholarship students (depending on their scholarship level).

FARES

FARE CLASS	FQ3 or levels 1-2 (scholarship students)	FQ2 or levels 3-4 (scholarship students)	FQ1 or levels 5-6-7 (scholarship students)
Ages below 18 living in the Eurometropolis or Kehl	FREE OF CHARGE		
Ages below 18	€13.60	€7.30	€3.40
Ages 18-25	€13.60	€7.30	€3.40
Ages 26-64	€25.70	€13.40	€5.80
Ages 65 ans and above	€13.60	€7.30	€3.40

PROCEDURE

Secure evidence of your family quotient

- > Recipients of CAF benefits: the family quotient is stated on the **payment certificate** (available on caf.fr, My account).
- > Non-recipients of CAF benefits and non-scholarship students can secure evidence of their family quotient:
 - on the **website** demarches.strasbourg.eu, section Health/Social,
 - from their **local town hall or CCAS (Centre Communal d'Action Sociale) or the medical-social centre of their neighbourhood by presenting their latest tax notice, identification and their livret de famille [family record book]**.
 - for non-residents in the Eurometropolis of Strasbourg: from the CCAS of Strasbourg - more information on our website.

If your family quotient is below or equal to €795 or if you are a scholarship student, go to:

- > **The website** cts-strasbourg.eu, section: Online store

OR

- > **The CTS sales office**, along with:
 - your identity document (and those of your dependents if necessary)
 - your Badgé card (and those of your dependents if necessary)
 - CAF beneficiary: your certificate of payment dated from less than 3 months (NB: only printed versions are accepted)
 - non-beneficiary of CAF: your family quotient certificate dated from less than 3 months (NB: present the email accompanying the certificate if obtained from the website of the Eurometropolis of Strasbourg)
 - scholarship students: your scholarship notification for the current year issued by the CROUS, the ministry for Agriculture or the Grand Est Region (for health-care and social studies students)

Additional benefits of travel cards

Monthly and yearly CTS travel cards allow you to benefit from a number of advantages!



50 % COVERAGE BY YOUR EMPLOYER

Your employer can pay for at least half the cost of your travel card.

> Certificate available on cts-strasbourg.eu

section: Online store/Purchase history or on the CTS app.



ACCESS TO TER TRAINS

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

Get your free token from the online store.

> More information on cts-strasbourg.eu

section: Getting around/Combining several modes of transport



PARK & RIDE

Free unlimited parking (except P+R Rotonde).



BICYCLE PARKS

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

> More information on cts-strasbourg.eu

section: Getting around/Combining several modes of transport



TRAVELLING TO KEHL

On board buses in Kehl

On presentation of your **travel card** and **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 you can use with your card is available on cts-strasbourg.eu, section: Tickets/Tickets and Fares

4 Park & Ride



So many benefits!

- Open **7 days a week**
- Exit possible **around the clock**
- 1 tram or bus every **6 minutes** on average during rush hours
- **Over 3800 spaces** next to a tram station or BRT (Bus Rapid Transit) stop



10 Park & Ride car parks

5 to 20 minutes way from Strasbourg city centre (Place de l'Homme de fer).

More information on cts-strasbourg.eu, section: Getting around/Park and Ride

P+R / P+R Rotonde

€4.20 €4.70

The fare includes:

- one parking space **for the day**
- a **return tickets for trams and/or buses for all the occupants of the vehicle** (up to 7 maximum)

CTS travel card holders: unlimited free parking (except P+R Rotonde).

NB: 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 Elsaus 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 and touring coaches

€6.10 €18.60

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

Less than 3 metres high

Over 3 metres high

Touring coach

€34

Parking for the day + 1 bus/tram ticket for up to 80 passengers.

Only by prior order or on site during the Christmas market in Strasbourg.

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



Useful information

An additional €10 per day is charged if you exceed the permitted parking time for one day.

5 Combined travel cards



MOBILITY PASS

TRAM + BUS + TER + VÉLHOP + CITIZ
+ YEA! CAR SHARING + PARK & RIDE SCHEME

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

More information






go to www.passmobilité.eu, the
CTS sales office or the Vélohop store.

At least
50 % paid
by your
employer

Choice of two packages
depending on your needs:

FARE CLASS	LIBERTÉ		PREMIUM	
	ANNUAL FARE	MONTHLY* FARE	ANNUAL FARE	MONTHLY* FARE
Ages 19-25	€333.60	€27.80	€429.60	€35.80
Ages 26-64	€596.40	€49.70	€680.40	€56.70
Ages above 65	€333.60	€27.80	€429.60	€35.80

* Monthly rates based on a 12-month commitment.

	LIBERTÉ	PREMIUM
 Tram & Bus	Unlimited use of the CTS network in the Eurometropolis of Strasbourg and Kehl (line D)	
 P+R	Access to all Park & Ride (P+R) car parks (including P+R Rotonde)	
 Vélohop	Occasional Vélohop rental from automatic stations for one year + pay-per-use charge in addition	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 the Citiz car share scheme at CLASSIC rate* + pay-per-use charge	Access to Citiz car share scheme at FRÉQUENCE rate* + pay-per-use charge
 TER	Access to TER trains within the Eurometropolis of Strasbourg for no additional cost (reserved for residents of the Eurometropolis of Strasbourg) Strasbourg-Kehl link excluded	

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

Other combined travel cards

MONTHLY COMBINED TRAVEL CARD BUS - TRAM - FLUO GRAND EST 67 COACH

Valid for an unlimited number of trips. Fares depending on age.

Information and sale from the CTBR at 09 72 67 67 67
(price of a local call) or on www.ctbr67.fr

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

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

Information and sale from SNCF at 0 805 415 415
(service and call free of charge) or on www.ter-sncf.com/grand-est

MONTHLY EUROPASS

€78

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

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

The solidarity discount fares of the Eurometropolis of Strasbourg do not apply to these combined travel cards.



6 Points of sale

Buying your ticket



CTS app

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

Top up your Badgéo card directly with your smartphone (NFC compatible).

> More information on appli.cts-strasbourg.eu



Vending machines

All tickets (except Park & Ride tickets) and **travel cards** can be purchased from the vending machines at tram stations, on lines G and H, and 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 sales outlets

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

> Complete list of CTS sales outlets on cts-strasbourg.eu
section: Tickets/Points of Sale



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 Winmörk (Tram B/F)
9 place St-Pierre-le-Vieux in Strasbourg
Monday to Friday from 8.30 am to 6 pm • Saturday from 9 am to 5 pm



Make it
a breeze
to get around

Next bus or tram in real time



Schedules and next bus or tram

Real-time traffic information



Section **Traffic info**



Our X account **@CTS_Infostraffic**

Tips



Buy tickets and load your pass directly to your phone.



Download it
straight away!



7 Practical information

Card lost or stolen?

You can ask for a **duplicate Badgé 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 CTS office.

You will need the following:

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

The Badgé multi card cannot be duplicated.

Refund

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 **using the refund form** 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, section: 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 customer dispute concerning the performance of a travel card agreement may be submitted to the consumer dispute ombudsman. To make an appeal, the customer 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.

8 Travelling lawfully

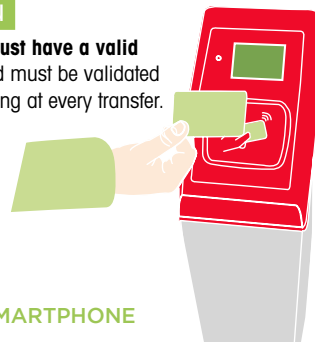


Have your ticket or card with you

All passengers above the age of 4 must have a valid ticket or travel card. The ticket or card must be validated each time you board a vehicle, including at every transfer.

Validate every time you board a vehicle

WITH A BADGÉO CARD,
A CONTACTLESS TICKET
OR THE CTS APP ON YOUR SMARTPHONE



Inside the vehicle in buses.

For **trams** and **bus lines G and H**, the ticket is to be validated on the validator installed **on the platform, before you board the vehicle**. The validator displays a sign and emits a sound to confirm validation.

DID YOU KNOW?

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

Examples of offences & penalties

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

Smoking

€ 70*

Immediate payment

**Refusal to
comply**

€ 150*

Immediate payment

**€40 processing surcharge for deferred payment.*

> Penalty amounts are subject to change.

More information on cts-strasbourg.eu.

DID YOU KNOW?

Immediate payment avoids the €40 processing charge.

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



Pets

Only **small dogs kept in a closed basket or guide dogs for the blind or assistance dogs** are allowed. In vehicles where that is allowed, other dogs are allowed **muzzled and kept on a leash** (except dangerous dogs). More information on cts-strasbourg.eu section: Getting around/Travelling with your dog.



Wheelchair spaces

Wheelchairs have priority access to reserved spaces. Walkers and rollators are also allowed on buses and trams.



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, you can get help by calling 39 89 (€0.15/min, Tabac Info Service).

(decree no. 2006-1 386 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 or mobile phone is **permitted only with headphones, providing the volume does not disturb other passengers.**



Large 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 by a pushchair if it causes inconvenience to other passengers or if there is a risk of accident.



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 am to 9 am and 5 pm to 7 pm.** Depending on crowding, they are allowed outside these times, as well as on Sundays and 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 public holidays, subject to space availability) and is only permitted **using the rearmost door of the carriage.**
- 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.



KEEP IN TOUCH...

SOCIAL MEDIA



CTS APP



Next bus or tram and traffic
information in real time, route search.

CTS-STRASBOURG.EU

Online sales office

For purchases and other
formalities 24/7

ALLO CTS +33 (0)3 88 77 70 70

- Monday to Friday from 7.30 am to 7 pm
- Saturday from 8.30 am to 5.30 pm

CTS SALES OFFICE

9 place St-Pierre-le-Vieux

(Tram B/F - station Alt Winmārik)

- Monday to Friday from 8.30 am to 6 pm
- Saturday from 9 am to 5 pm