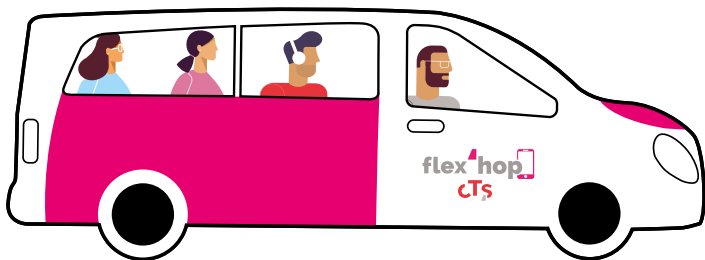


AT THE  
STANDARD CTS  
FARE!

# flex hop



**THE BOOKABLE BUS  
THAT GETS YOU WHERE  
YOU WANT TO GO!**



An innovative **flexible bookable bus service** to boost mobility within the Eurométropole de Strasbourg

ALLO CTS +33 (0)3 88 77 70 70  
cts-strasbourg.eu

**CTS**

# NO FIXED ROUTES OR TIMETABLES

Flex'hop multiplies the possibilities for your journeys around the 25 suburbs and villages in the Eurométropole de Strasbourg, to make you more mobile than ever! This public transport service operates as a complement to the existing bus and tram services.

## **ITS SPECIAL FEATURE?**

**Flex'hop is an on-demand, bookable service.**

It makes your life easier by enabling you to make direct journeys between 300 bus stops situated across a large part of the Eurométropole de Strasbourg.

## **À LA CARTE TRANSPORT**

With Flex'hop you can choose your journey and departure time when the regular bus/tram services do not meet your precise need.

**To use it, all you have to do is book!**

## **A DYNAMIC, FLEXIBLE SERVICE**

With Flex'hop, the routes depend on where each customer wants to go and are optimised with bookings made by other users in the same sector.

## **TRAVEL IN COMFORT!**

The buses are small electric vehicles that can carry up to 7 people.

Flex'hop is accessible to persons with reduced mobility.

## **GUARANTEED ARRIVAL TIME!**

Flex'hop is a flexible service: journey times and the route taken may vary, depending on the bookings made and any cancellations during the same time slot. Departure times may vary slightly (10 minutes maximum). The arrival time specified at the time of booking, however, is guaranteed for stress-free travel!

.....  
Flex'hop is part of the public transport service, but it is not intended to replace the regular services.

It helps make everyone more mobile for an affordable fare!  
.....

# HOW DOES IT WORK?



WANT TO LEAVE  
IN A FEW  
MINUTES?  
**IT'S POSSIBLE!**

**Flex'hop operates every day (except 1 May), from 5 am to midnight. Booking is required.**

**To get the most out of Flex'hop, you just need to follow a few rules:**

- > Choose your departure and arrival stops and check that you can't make the same journey using a regular CTS bus or tram service, an Al&Rtour school bus service or a Fluo Grand Est 67 bus. If the journey is possible, you won't be able to make a Flex'hop booking, **and you'll need to use the regular services.**

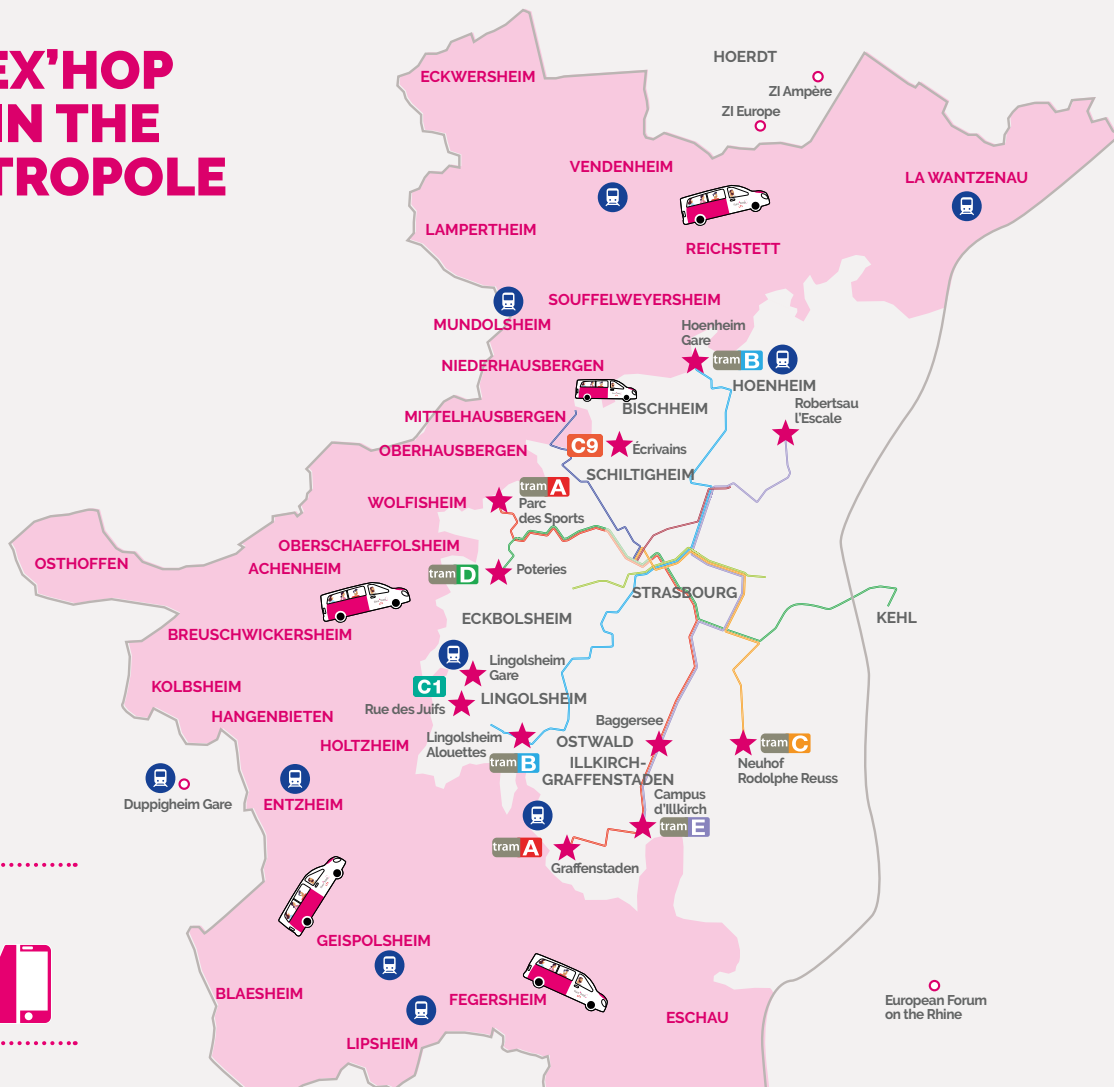
There are some exceptions: when the regular service does not operate at certain times of day or if the waiting time for the next bus is more than 1 hour.

- > To meet your request for a journey, you may be asked to go to a different stop near the one requested.

- > To get the best choice of trips, book as early as you can – **it's possible up to 15 days** before your journey.
- > Make sure you have a **valid CTS ticket** or season ticket to validate when you get on the bus.
- > Remember that the CTS general rules and regulations also apply on the Flex'hop.
- > Remember to cancel your Flex'hop journey if you change your mind or you no longer need to travel - even at the last minute, so that your place is free for someone else!

**SERVICE ACCESSIBLE  
AT THE  
STANDARD CTS FARE**

# YOUR FLEX'HOP SERVICE IN THE EUROMÉTROPOLE



The stops served by Flex'hop are easy to identify on the network plan and at the stops thanks to the logo



## Suburbs/villages

La Wantzenau • Eckwersheim • Vendenheim  
 • Lampertheim • Mundolsheim • Niederhausbergen  
 • Bischheim • Hoenheim • Hoerdtd • Reischstett  
 • Schiltigheim • Souffelweyersheim

Osthoffen • Achenheim • Breuschwickersheim  
 • Oberschaeffolsheim • Wolfisheim • Eckbolsheim  
 • Mittelhausbergen • Oberhausbergen

Kolsheim • Hangenbieten • Entzheim • Holtzheim  
 • Duppigheim • Blaesheim • Geispolsheim

Ostwald • Lipsheim • Fegersheim • Eschau  
 • Plobsheim • Illkirch-Graffenstaden

## Connectors allowed

Robertsau L'Escale (tram E) • Hoenheim Gare (tram B - lignes C3 et C9) • Ecrivains (ligne C9) • Parc des Sports (tram A)

Poteries (tram D) • Lingolsheim Gare (TER) • Lingolsheim Alouettes (tram B et ligne C1) • Rue des Juifs (ligne C1) • Parc des Sports (tram A)

Poteries (tram D) • Lingolsheim Gare (TER) • Lingolsheim Alouettes (tram B et ligne C1) • Rue des Juifs (ligne C1) • Baggersee (tram A/E)

Graffenstaden (tram A) • Campus d'illkirch (tram A/E) • Baggersee (tram A/E) • Neuhof Rodolphe Reuss (tram C) • Lingolsheim Alouettes (tram B et ligne C1) • Lingolsheim Gare (TER)

## Key and booking instructions

Flex'hop area: journeys possible between all the stops in the area

flex'hop connector

Start or continue your journey at any of these specific stops outside the Flex'hop area to connect with the main network (tram, local train station, high frequency bus route).

Trips to and from the connectors are limited to the near suburbs.  
**NB: direct links between two connectors are not possible.**

Station

Stops outside Eurométropole de Strasbourg

# HOW TO BOOK QUICKLY AND EASILY

## 3 WAYS OF BOOKING YOUR FLEX'HOP



Via the CTS app  
> Flex'hop feature  
24/7



0 800 200 120 freephone

Telephone booking service

From Monday to Saturday  
6 am to 8 pm

Sundays and public holidays  
(except 1 May) from 9 am to 8 pm



Online at flexhop.eu  
24/7

## MAKE A BOOKING

### 1. Create your own free account:

- > on the internet,
- > using the Flex'hop feature on the CTS app,
- > on the phone.

Your information will be kept to save time on your future bookings.

### 2. Book a Flex'hop indicating:

- > date and time of the journey,
- > the departure and arrival stops requested,
- > number of passengers, including any children.

You'll be sent **an e-mail or an SMS** to confirm your booking.

### > Did your booking fail?

- Maybe you didn't respect the rules for using the service or your journey is possible using the regular services (CTS, Fluo Grand Est 67 or the Al&Rtour school buses).
- Or it could be that there is no vehicle available at the time requested. Try changing your choices or check the regular services that run through your area. To find alternative solutions, use the route planner search engine on the CTS app or go to the Getting Around page on our website.



FOR MY DOCTOR'S  
APPOINTMENT IN  
REICHSTETT

TO GO TO  
MY SPORTS CLUB  
IN ESCHAU



## ON THE DAY

> **1 hour before departure:**  
an SMS or a notification on the app reminds you of your booking.

> **15 minutes before departure:**  
an SMS or a notification confirms the exact time of departure and the exact place where you will be picked up so that you know where to wait for the bus (name of the stop and destination).

**Reminder:** your departure time may be up to a maximum of 10 minutes later without affecting your arrival time, which is guaranteed.

> **Be on time.** We recommend that you arrive at your stop **a few minutes early** to ensure you don't miss your Flex'hop.

You can track the vehicle as it approaches in real time thanks to geolocation. If it is early, it will wait until the pick-up time given in the last SMS or notification.

> Check in with the driver and **validate your ticket** on boarding the bus.

**IMPORTANT:** to get these information, you must provide a **mobile number**.

## CANCELLING YOUR JOURNEY

If you no longer need to travel or if you want to change your journey, **don't forget to cancel - even at the last minute -** so as to avoid other users being penalised.

MUNDOLSHEIM?  
BY FLEX'HOP  
OF COURSE



TO GO AND SEE  
MY GRANDSON IN  
LAMPERTHEIM

# GOOD TO KNOW!

You can travel 100% Flex'hop or combine Flex'hop and the regular services to go further faster.

To avoid competing with the regular network, certain Flex'hop bookings are not possible. This will be the case where it is possible to make the journey using a regular service or school bus service within the next hour. This is so that booking spaces are kept for journeys that are only possible with Flex'hop.

## A JOURNEY THAT YOU MAKE REGULARLY?

With Flex'hop, you can book the same regular journey for one or more people at the same time (as long as seats are available).

## WHERE TO BUY CTS TICKETS?



Find your **nearest retail outlets** with the **CTS app** or **on our website**, under Online Store/ Retail outlets

Download the CTS app free on:



## IT'S SO PRACTICAL!

Flex'hop serves several **business parks and industrial estates** as well as **railway stations** to facilitate your train connections.



**LIPSHEIM TO WOLFISHEIM?  
GO BY FLEX'HOP**

ALLO CTS +33 (0)3 88 77 70 70  
cts-strasbourg.eu