



# Passengers' guide CTS



September 2024 version

CTS-App



[cts-strasbourg.eu](https://cts-strasbourg.eu)

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



## Contents

1 - Ticket fares .....	<b>p. 3</b>
2 - Travel cards .....	<b>p. 6</b>
3 - Solidarity discount travel cards .....	<b>p. 8</b>
4 - Combined travel cards .....	<b>p. 10</b>
5 - Park & Ride car parks .....	<b>p. 12</b>
6 - Points of sale .....	<b>p. 14</b>
<b>CTS app</b> .....	<b>p. 15</b>
7 - Practical information .....	<b>p. 16</b>
8 - Travelling lawfully .....	<b>p. 17</b>

### SINGLE TICKETS - BUS - TRAM - COACH<sup>1</sup>

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

Return not included.

On board buses

First purchase on BSC<sup>2</sup> card

On Badgéo 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 Badgéo card and CTS app			€47.50

### 24H SOLO - BUS - TRAM - COACH<sup>1</sup>

€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 - COACH<sup>1</sup>

€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 - COACH<sup>1</sup>

€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 in the whole department. Sold only on the CTS mobile app.

### 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.

### DOUZEPASS

€7.80

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

See conditions on [cts-strasbourg.eu](https://cts-strasbourg.eu)  
section: Online-store > Fares > Tickets

## Departmental, regional tickets

⚠ Valid from the date and time of purchase.

### INDIVIDUAL TICKETS

Valid for an unlimited number of journeys over 24 hours on the Bus-Tram-Coach lines.

**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).

### GROUP TICKETS

Valid only on Saturdays, Sundays and french public holidays, for groups of 2 to 5 passengers, for an unlimited number of journeys on the Bus-Tram-Coach lines.

**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).

## Crossborder tickets

⚠ 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

**MONTHLY EUROPASS** €78

**Season ticket valid from the first to last day of the month** for unlimited travel on the bus, tram, coach and TER train lines within the Eurometropolis of Strasbourg and in zones 2 and 5 of the Kehl TGO buses and trains,

Also available as a **MINI MONTHLY EUROPASS** (bus, tram, coach and TER train lines within the Eurometropolis of Strasbourg and in zones 2 and 5 of the Kehl TGO buses and trains and the municipality of Appenweier): 61,50€



### Offer for professionals only



**Useful information**  
**TICKETS ON ORDER**

Available from [cts-strasbourg.eu](http://cts-strasbourg.eu) (French version)  
section: Titres de transport - Espace PRO

# 2 Travel cards

Fares on 1 September 2024



Travel cards offer the **lowest fares** for an unlimited number of trips. The Eurometropolis of Strasbourg has also introduced a solidarity discount fares.

- 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.

	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 <b>4-17</b>	Free* for residents of the Eurometropolis and Kehl	/	/	/	/
	€280 2 MONTHS FREE	€28	€13.60	€7.30	€3.40
Ages <b>18-25</b>	€280 2 MONTHS FREE	€28	€13.60	€7.30	€3.40
Ages <sup>1</sup> <b>26-64</b>	€560 2 MONTHS FREE	€56	€25.70	€13.40	€5.80
Ages <b>65 and above</b>	€280 2 MONTHS FREE	€28	€13.60	€7.30	€3.40
Non-personal <sup>2</sup>	€660 2 MONTHS FREE	€66	/	/	/
P+R <sup>3</sup> Rotonde	€660 2 MONTHS FREE	€66	/	/	/

\* More information on [abonnement-gratuit.cts-strasbourg.eu](http://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.

Payment methods	Points of sale	Smartphone	Online store	CTS vending machines	CTS sales outlets	CTS sales office
	Bank card		●	●	●	●
Cash				● coins only (max 20)	●	●
Direct debit*			●			●
Cheque						●

#### \* 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](http://cts-strasbourg.eu), section: Online stores/Tickets, travelcards and fare rates

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

# 3 Solidarity discount travel cards

Fares on  
1 September 2024

## 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).

### PROCEDURE

#### Secure evidence of your family quotient

- > Recipients of CAF benefits: the family quotient is stated on the **payment certificate** (available on [caf.fr](http://caf.fr), My account).
- > Non-recipients of CAF benefits and non-scholarship students: you can secure evidence of your family quotient on the website [strasbourg.eu/tarification-solidaire](http://strasbourg.eu/tarification-solidaire)

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

- > **The website** [cts-strasbourg.eu](http://cts-strasbourg.eu), section: Online store

OR

- > **The CTS sales office**, along with:
  - your identity document (and those of your dependents if necessary)
  - your Badgéο 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-recipients of CAF benefits: your currently valid Quotient Familial Unique (individual family quotient)
  - scholarship students: your scholarship notification for the current year issued by the CROUS, the ministry for Agriculture or the Grand Est Region (for healthcare and social studies students)

### FURTHER DETAILS



## 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](http://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 named 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 Badgéο Solo or PassMobilité card bearing the TER token**.

- > More information on [cts-strasbourg.eu](http://cts-strasbourg.eu) section: Getting around/Combining several modes of transport



### PARK & RIDE

Free unlimited parking (except P+R Rotonde).



### USING BIKE PARKING FACILITIES

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

- > More information on [cts-strasbourg.eu](http://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](http://cts-strasbourg.eu), section: Tickets/Tickets and Fares

# 4 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.

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	<b>Unlimited use of the CTS network</b> in the Eurometropolis of Strasbourg and Kehl (line D)	
P+R	<b>Access to all Park &amp; Ride (P+R) car parks</b> (including P+R Rotonde)	
Vélohop	<b>Occasional Vélohop rental</b> from automatic stations for one year + pay-per-use charge in addition	<b>Unlimited access to Vélohop</b> (conventional bicycle at home or unlimited use of bicycles from automatic stations for no extra cost)
Citiz + Yeal car sharing	<b>Access to the Citiz car share scheme at CLASSIC rate*</b> + pay-per-use charge	<b>Access to Citiz car share scheme at FRÉQUENCE rate*</b> + pay-per-use charge
TER	<b>Access to TER trains within the Eurometropolis of Strasbourg for no additional cost</b> (reserved for residents of the Eurometropolis of Strasbourg) Strasbourg-Kehl link excluded	

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

Further details:  
on [www.passmobilite.eu](http://www.passmobilite.eu),  
at a **CTS office** or in a **Boutique Vélohop**

At least  
**50% of the cost covered**  
by your employer

## 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](http://www.ctbr67.fr)

### PRIMO (BELOW 26 YEARS)/ PRESTO (ABOVE 26 YEARS) BUS - TRAM - TER

**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](http://www.ter-sncf.com/grand-est)

### MONTHLY EUROPASS BUS - TRAM - COACH - TER - TGO

€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.*



# 5 Park & Ride



## 11 Park & Ride car parks

5 to 22 minutes way from Strasbourg city centre (Place de l'Homme de fer).

More information on [cts-strasbourg.eu](http://cts-strasbourg.eu), section: Getting around/Park and Ride

### So many benefits!

- Open **7 days a week**
- Exit possible **around the clock**
- 1 tram or bus every **4 to 7 minutes** on average during rush hours
- **Over 4 000 spaces** next to a tram station or BRT (Bus Rapid Transit) stop

## OCCASIONAL-CUSTOMER PRICES

### DROP-OFF SERVICE

## 30 MINUTES FREE PARKING

**No need to use the payment machine**, just insert your ticket in the exit terminal when you leave

### THE DAY

(maximum stay from 04.30 to 02.00 the following morning)

### Parking + unlimited tram and bus travel €4.20

Group ticket valid for 1 to 7 people

### LONG TERM Parking + unlimited tram and bus travel

(Group ticket valid for 1 to 7 people)  
(sliding scale from time of entry)

24h ..... €7.20

48h ..... €14.40

72h ..... €21.60

beyond  
than  
72h ..... + €20

(For every additional 24 hours  
After 72 hours, bus-tram transport is no longer included.)

## MONTHLY AND YEARLY CTS TRAVEL CARD

Unlimited parking (except for Rotonde P+R)



Elsau

### 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](http://cts-strasbourg.eu), section: Getting around/Park and Ride

### Camper vans and touring coaches €9.80 €22.00

Parking valid for the day, with unlimited travel bus and tram tickets for 1 to 7 people travelling together with or without transfers.

Less than  
3 metres  
high

Over 3  
metres  
high



### USEFUL INFORMATION

An additional €20 per day is charged if you exceed the permitted parking time for one day.



Tourist coach  
with no more  
than 80  
passengers

### Whole day parking

+ bus/tram group ticket for 80 people maximum

### Must be ordered in advance or purchased on site during the Strasbourg Christmas market

Conditions of purchase on our website, [cts-strasbourg.eu](http://cts-strasbourg.eu), rubrique : Se déplacer/Parkings-Relais

€43



# 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](http://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 (tobacconists and newspaper shops, bakeries, etc.).

> Complete list of CTS sales outlets on [cts-strasbourg.eu](http://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 Winmārik (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

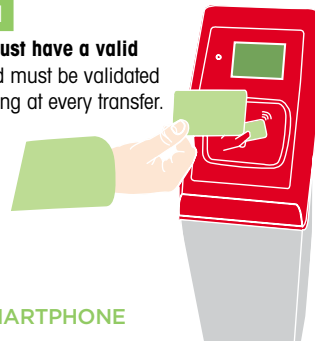


## Have your ticket or card with you

**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](https://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 tramways where that is allowed, other dogs are allowed **muzzled and kept on a leash** (except dangerous dogs). More information on [cts-strasbourg.eu](https://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 (Info Service Tobacco, free service).

*(Article R.2241-17 and R.2241-22 of Transportation Code)*



## 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, including those carried for professional bike delivery, 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...



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## CTS APP



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

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## CTS-STRASBOURG.EU

### Online sales office

For purchases and other formalities 24/7

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## 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

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## 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
-