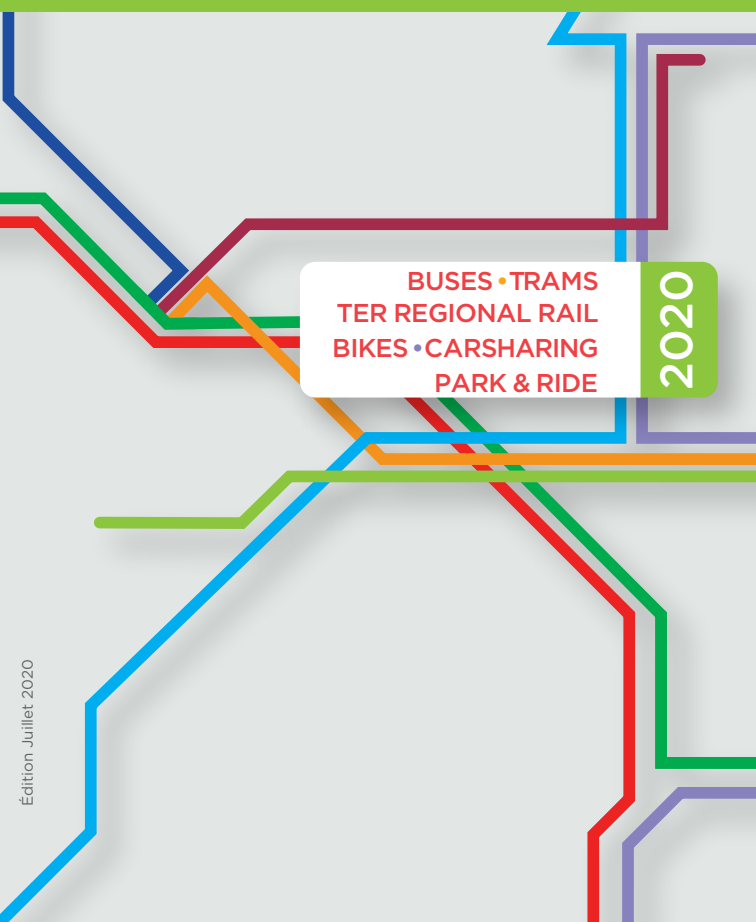


Guide for passengers

Getting around
the Eurometropole of Strasbourg



BUSES • TRAMS
TER REGIONAL RAIL
BIKES • CARSHARING
PARK & RIDE

2020

Édition Juillet 2020

www.cts-strasbourg.eu

CTS



CTS operates
a wide variety
of transport
services that help
thousands of
people get around
Strasbourg every
single day.

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All services at a glance

TRAM

FRANCE'S LARGEST TRAM NETWORK

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

Operating hours: 4.30 a.m. to 0.30 a.m. 5.30 a.m. to 0.30 a.m. on Sundays and French public holidays (except 1 May).

Frequency: trams depart every 5 to 10 minutes (except Line F: every 8 to 14 minutes) between 6.30 a.m. and 8 p.m., and every 15 minutes between 4.30 a.m. and 6.30 a.m. and between 8 p.m. and 0.30 a.m.

Tickets are validated on the platform.

BUS AND METROBUS

2 METROBUS LINES: bus **G** bus **H**

The metrobus line BHNS (Bus à Haut Niveau de Service), which has separate stops and a priority route, offers a service equivalent to a tram.

Operating hours: 4.30 a.m. to 0.30 a.m.

Length of journey: less than 20 minutes from the central station to Espace Européen de l'Entreprise. **Tickets are validated on the platform.**

L1, L3, L6: lines in transport network – faster and better - performing than ever.

Special traffic light priority systems help buses to run on schedule.

Operating hours: 5 a.m. to 0.30 a.m. Sundays and French public holidays: 6 a.m. to 0.30 a.m.

An improved service: during the day, buses depart every 5 to 10 minutes; after 8 p.m., buses depart every 30 minutes (last departure of L1, L3 and L6 from Strasbourg city centre is at 0.30 a.m., the same as the tram).

State-of-the-art passenger information systems: on-board monitors and live bus arrival times at all stops.

Ticket machines at certain stops.

Latest-generation vehicles for greater comfort and increased capacity.

Total of 37 bus lines across all districts of the Eurometropole of Strasbourg.

Operating hours: 5.30 a.m. to 11.30 p.m. on almost all lines.

At the main tram interchanges, the connections have been specially planned so passengers can change between bus and tram services quickly and safely.

Tickets are validated on the bus.

PARK & RIDE STATIONS



11 park & ride stations, intelligently integrating private cars into the bus and tram network. Choose a park & ride station with direct access to a tram or Line G stop.

Price: €4.20* (or **€4.70*** for Park & Ride Rotonde) for:

- All-day parking
- A tram and/or bus round trip for all vehicle passengers (max. seven people)

All park & ride stations are open 24 hours.

You can pay for the park & ride ticket at the ticket machines upon either arrival or departure.

Free to use for all CTS travelcard holders (excluding Park & Ride Rotonde).

THE HIBUS LINES

Three lines:

N1 Boecklin (via Cité de l'III and Schiltigheim)

N2 Campus d'Illkirch (via Meinau, Neudorf, Esplanade)

N3 Cronenbourg Mathieu Zell (via HautePierre, Poteries, Koenigshoffen, Montagne Verte)

Operating hours: 11.30 p.m. to 5.30 a.m., Thursdays, Fridays and Saturdays (including public holidays).

Terminus in city centre: Place du Corbeau

> **More info at** www.cts-strasbourg.eu/en/getting-around/hibus-font-coloredbnouveau-b-font/



Cycle hire **velhop**

20 hire stations, five Vélhop shops.

Hire a bike for a day, a week, a month or a year.

> www.velhop.strasbourg.eu

#1 Choose your ticket type

















You can choose from a range of ticket types, such as monthly or annual travelcards or single tickets that are loaded onto a card.







CTS/E. Georges

Choose the ticket that suits you!

All ticket types at a glance

I use public transport ...	Annual travelcard	Monthly travelcard	Single tickets
... every day	  		
... several times a week	 	  	
... occasionally, several times per month		  	    

* Only for travelcards without a named holder (which can be shared between multiple people)

-  Badgé multi
-  Badgé
-  Contactless ticket
-  Phone

#2 Choose your ticketing medium

CTS offers four different options: Badgé Solo, Badgé Multi, contactless ticket or your smartphone (if compatible).

Badgé Solo

Card for named holder. A reliable solution for occasional or frequent journeys, with maximum service!



BENEFITS

- Personal card with name and photo
- Can be used for all ticket types (travelcards, singles)
- Single trips are cheaper with the Badgé Solo than with a contactless ticket (compared with initial purchase)
- If you report a card lost or stolen, a replacement card with the lost credit can be issued for a fee of €8.

WHERE CAN I GET IT?

- Online store
- CTS shop
- Vélhop shop in Schiltigheim

DESCRIPTION

- Valid for six years
- Can be topped up

PRICE

- Free if purchased online
- €5* from CTS and Vélhop shops

REQUIRED DOCUMENTS

- Passport photo
- ID

DID YOU KNOW ...?

You can check your credit at any time, either on a ticket machine or from your online customer account (option available with Badgé Solo).

Badgé Multi

Transferrable card.

The perfect solution for occasional journeys.



BENEFITS

- Transferrable card: can be used by more than one person, though not on the same journey
- Single trips are cheaper with the Badgé Multi than with a contactless ticket (compared with initial purchase)
- Replacement cards cannot be issued

WHERE CAN I GET IT?

- CTS shop
- CTS sales points

DESCRIPTION

- Valid for four years
- Can be topped up

PRICE

- €2*

CTS app

Buy your tickets (singles or travelcards) anywhere and anytime using your NFC-compatible smartphone!



BENEFITS

- Put tickets on your phone (travelcards, singles)
- App is linked to your personal account
- Cheaper fares than with a contactless ticket (compared with initial purchase)
- Can be used for multiple people travelling at the same time

THE CTS APP ALSO ALLOWS YOU TO

- Get live updates on bus/tram times
- Optimise your route planning
- Check whether a hire bike ("Vélhop") or parking space is available

PRICE

- Free



DID YOU KNOW ...?

Premium service membership, which you can sign up to free of charge, not only allows you to load your travelcard onto your phone, but means that even if your phone is lost, stolen or stops working you won't lose any unused tickets (available on NFC-enabled Android smartphones).

Contactless ticket

Magnetic stripe tickets are being phased out completely and replaced by contactless tickets.



BENEFITS

- You can lend or give away contactless tickets to other people, though they can't be used by more than one person at once (with the exception of group tickets)
- Get cheaper fares by topping up an existing contactless ticket
- Ideal for occasional trips or as a stopgap solution

PRICE

- €1.80 for a single fare, €1.70 if you top up an existing ticket

DID YOU KNOW ...?

Don't throw your contactless ticket away, because topping it up is cheaper than buying a new ticket – and better for the environment too.

#3 Sales points

Where can you get tickets?



On the online store

Take all the steps at the Online agency. Top up your Badgéo card directly, with a 100% secured transaction by means of the top-up terminal available at the Online agency or CTS agency (price: €5).

Badgéo card only available at the Online agency.

> For more information please visit www.cts-strasbourg.eu / "Online agency" section



From the ticket machines at tram stops and stops on lines L1, L3, L6, G and H

You can purchase all tickets (except for park & ride tickets) and monthly travelcards from the ticket machines at tram stops and at stops on bus lines L1, L3, L6, G and H.

Payment by credit card (no minimum amount) or cash (20 items or less).

Starting on the 25th of this month, you may buy a season ticket for the following two months.



Using the CTS app

With the CTS app, you can buy, manage and validate tickets on NFC-compatible smartphones.

> More info at www.cts-strasbourg.eu/fr/sedeplacer/application-mobile.



From CTS sales points

Most ticket types are available from CTS sales points (newsagents, cigarette shops, bakeries, etc.).



From cash machines

The GAB (Guichet Automatique Bancaire) cash machines created by Crédit Mutuel and CIC are marked with a Badgéo label and allow you to load a monthly travelcard or other tickets onto your Badgéo card.

> Full list available at www.cts-strasbourg.eu/en/ "Online agency" section/Points of sale



From the CTS shop

In the CTS shop, you can buy the various Badgéo cards and all tickets (excluding contactless tickets and travelcards) on the Badgéo support.

CTS SHOP (tram B/F) Alt Winmärik tram stop
9 place St-Pierre-le-Vieux in Strasbourg

- Monday to Friday from 8.30 a.m. to 7 p.m.
- Saturdays from 9 a.m. to 5 p.m.

To find your nearest sales point and the ticket types available there, follow this link:



<https://www.cts-strasbourg.eu/en/online-store/retail-outlets/>

Our online store in focus

ONLINE SERVICES

Why activate online services?

With the online services, you can:

- Change your personal account details
- Top up your credit online
- Read your Badgé card and check your balance
- Download notices of direct debit
- View your order history and get receipts
- Apply for refunds
- Get reminders if your card or credit are about to expire

You can access these services both for your own account and for other people's. You simply need to log in with your online customer account and activate the services in the section "My account".

You can find more information at
www.cts-strasbourg.eu

The Badgé card
is available from
the online store.

GUIDE TO ONLINE STORE

How do I create my online account?

How do I register?

How can I activate/use the online services?

How can I order a Badgé card online?

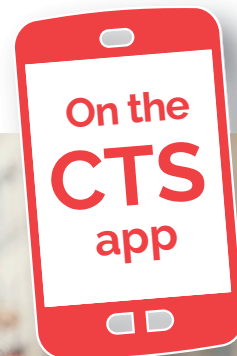
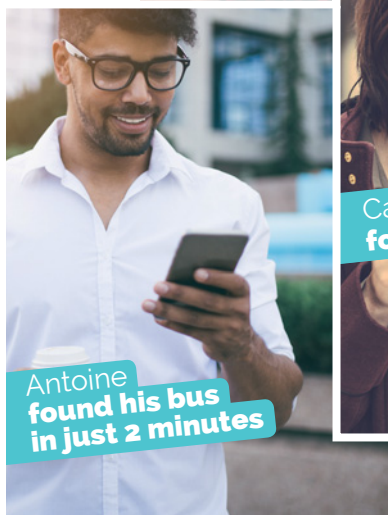
How can I top up a Badgé card online?

How can I read the content on a Badgé card?



CTS mobile app

With the CTS app, you can **buy your travel ticket on your smartphone, find all the real-time traffic and timetable info for your bus or tram** while on your sofa, in the office or going somewhere.



Wellcome by Google

#4 Fares Tickets

Valid from 1 July 2019

Free for children
under the age
of four

	Ticket on bus	Contactless ticket	Ticket on Badgé/CTS app/topped up on contactless ticket
SINGLE	€ 2*	€ 1,80	€ 1,70
SINGLE x 2 (for one person)	/	€ 3,50	€ 3,40
SINGLE x 10 (for one person)	/	€ 14,10	€ 13,20
SINGLE at reduced price** x 10 (for one person)	/	€ 10,30	€ 9,60
SINGLE x 30	/	/	€ 38***

* Ticket Secours, only available on the bus.

** Each valid for a single journey with or without connections. For children under the age of 12 and seniors over the age of 65.

*** Only on CTS app or Badgé.

24H SOLO BUS / TRAMS / FLUO GRAND EST 67 BUSES AND TER TRAINS

€ 4,60

Valid for an unlimited number of journeys on all bus/tram/coach/TER routes in the Eurometropole of Strasbourg for 24 hours after first use. Only available from machines with initial purchase of a contactless ticket (cannot be topped up). The 24H TICKET SECOURS is only available on shuttle buses for connections to TER services at a cost of €5.

For journeys by regional rail (TER): validate tickets at SNCF train station. Only one SNCF validation per ticket is possible. The Strasbourg-Kehl train service is excluded.

24H TRIO BUS / TRAMS / FLUO GRAND EST 67 BUSES

€ 6,90

Valid for an unlimited number of journeys in the Eurometropole of Strasbourg for up to three people for 24 hours after first use. Can be loaded onto a contactless ticket or purchased via the app at a cost of €6.80.

TRAM - TER STRASBOURG AIRPORT

€ 4,60

Ticket valid 90 Minutes from date and hour of purchase on the CTS bus and tram lines and on the SNCF TER line from Strasbourg train station to the Entzheim airport.

P&R TICKET

More information at www.cts-strasbourg.eu/en

CAR

Single: € 4,20*

Charge for all-day parking. Includes tram round trip for all vehicle passengers (up to a maximum of seven people). The car park is open 24 hours. Direct access to the tram lines and the bus line G, Monday to Saturday 4.30 a.m. to 0.30 a.m., Sundays and public holidays 5.30 a.m. to 0.30 a.m. You can exit the car park 24/7.

*€4.70 P&R ROTONDE only

CAMPERVANS (P&R ELSAU ONLY)

Single: € 6,10

All-day parking for campervan + tram and/or bus round trip for all vehicle passengers (seven people maximum and travelling together). No parking overnight.

COACHES (P&R ELSAU ONLY)

€ 18,60

You Coach parking + 1 return tram ticket for the coach drivers.

Check opening hours and other options available at:

www.cts-strasbourg.eu/ "Getting around" section

Cross-border tickets

SINGLE: BUS/TRAMS/ FLUO GRAND EST 67 BUSES COMBI

€ 3,50

Valid for a single journey, after first validation, with or without connections on the bus, tram, Fluo Grand Est 67 buses. Further information available at www.ctbr67.fr.

EUROPASS 24 HOURS*

€ 9,60

One adult and
two children
aged 4 to 12

€ 14,50

Two adults and
two children
aged 4 to 12

24 hours' unlimited travel from time of purchase on all bus, tram and regional rail lines within the Eurometropole of Strasbourg and on bus and regional rail services in Ortenaukreis.

EUROPASS MINI 24 STD*

€ 6,80

One adult and
two children
aged 4 to 11

€ 11,20

Family ticket:
two adults and
two children
aged 4 to 11

24 hours' unlimited travel from time of purchase on all bus, tram and regional rail lines within the Eurometropole of Strasbourg and on bus and regional rail services in the Kehl city zone.

Valid starting on the date and time of purchase*.

Travelcards

Valid from 1 July 2019

Monthly or annual travelcards – there’s a model to suit everyone!

• Monthly travelcards

Monthly travelcards are valid from the first to the last day of the month for an unlimited number of journeys.

• Annual travelcards

Annual travelcards are valid for one year from the month of purchase for an unlimited number of journeys.

	MONTHLY	ANNUAL ONE-OFF PAYMENT OR DIRECT DEBIT
4 - 18 Travelcard	€ 27,60	* € 276 TWO MONTHS FREE
19 - 25 Travelcard	€ 27,60	* € 276 TWO MONTHS FREE
26 - 64** Travelcard	€ 51,80	* € 518 TWO MONTHS FREE
65+ Travelcard	€ 27,60	* € 248,40 THREE MONTHS FREE
BUSINESS travelcard	€ 61,80	* € 618 TWO MONTHS FREE
P+R Rotonde travelcard	€ 61,80	* € 618 TWO MONTHS FREE

* Payment in nine or ten instalments by direct debit

** Special price (50% discount) for people with a disability card (80%+)

Starting on the 25th of this month, you may buy a season ticket for the following two months.

Combi tickets

Valid from 1 July 2019























TGO - EUROPASS MONTHLY TRAVELCARD €78

The **EUROPASS monthly travelcard** is valid in combination with a photocard (Stammkarte; available from all DB sales points in the TGO area) and is not transferrable. It is valid in the Eurometropole of Strasbourg and in part of the TGO area (Kehl/Appenweier/Offenburg region = TGO zones 11, 12, 20, 21, 22, 23, 24, 41, 50, 51, 52, 53, 54, 55, 56, 57).

The **“mini” EUROPASS monthly travelcard** is only valid for Kehl (zone 20) and the Eurometropole of Strasbourg.

All **EUROPASS monthly travelcards** are valid for the specified calendar month (up to and including the first working day of the following month).

Where can you buy a ticket?
Where can you top up your
card?

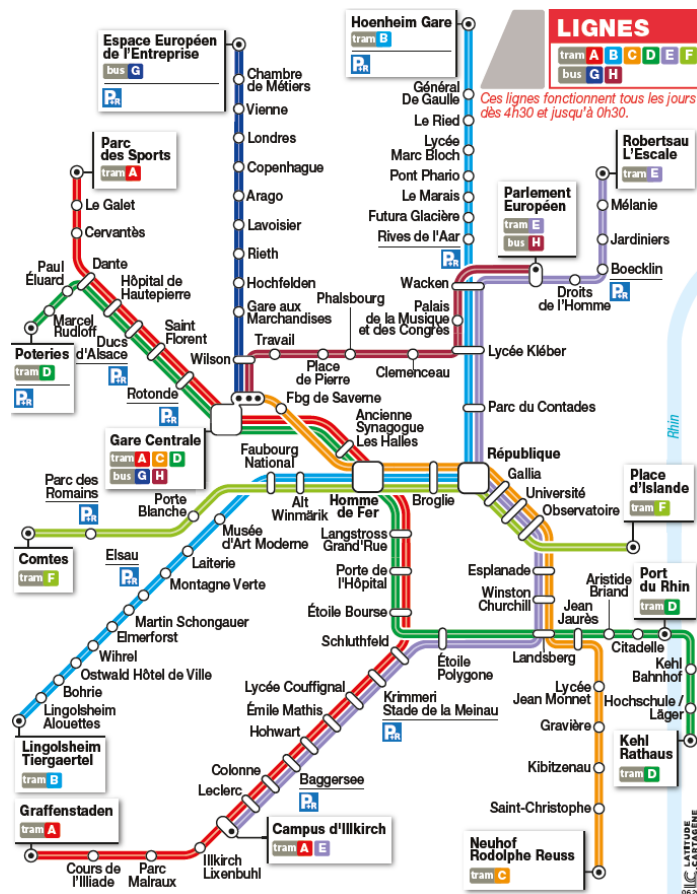
Places you can buy/top up tickets/cards	ONLINE STORE	TICKET MACHINES	SMARTPHONE My tickets – departing now	CTS SALES POINTS	CASH MACHINES Only for topping up an existing card	CTS SHOP
Ticket						
Travelcards						
Singles, x 2 or x 10 (standard or reduced fare)						
Bundle of 30						
24H SOLO		 Initial purchase only				
24H TRIO						

#5

Planning your journey



Simply go on the CTS app or to
www.cts-strasbourg.eu



ROUTE MAPS AND TIMETABLES

You can find route maps and timetables for all tram and bus lines at www.cts-strasbourg.eu (also available in the CTS shop and on the app).

INTERACTIVE INFORMATION

You can:

- **Plan** your journey
- Calculate your **travel time**
- Download the **timetable** for a stop of your choice
- **Access live information** about the next bus/tram arrivals
- View **available parking spaces in the park & ride stations in real time**

#6

General information

To travel on buses and trams, you must have a valid ticket (single or travelcard). Otherwise, you risk having to pay a fine.

REMEMBER: WE SHARE BUSES AND TRAMS WITH OTHER PEOPLE!

PLAY FAIR



Validating your ticket

Validating ...

... a Badgéo card, contactless ticket or park & ride ticket

Hold your card or ticket up to the reader on one of the machines on the platforms at the tram or Lines G and H stops, or when boarding the bus (front entrance). You will hear a beep and see a green light to confirm your validation. **Warning: you must remove your travel ticket from your bag or wallet to validate it on the machine so as not to interfere with reading.**

... on your phone

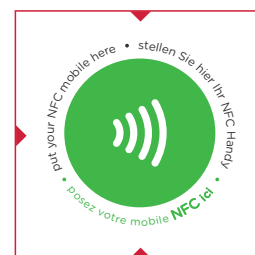
After downloading, your tickets will be available anytime and anywhere (within the CTS bus and tram network).

Validating your tickets couldn't be simpler!

- 1 Select your ticket.
- 2 Hold your phone up to one of the validation stickers

(NFC tags); these are located:

- On the machines on the platforms of the tram and Line G stops
- Next to the driver's cabin on buses



Rules of good conduct

REMEMBER: WE SHARE BUSES AND TRAMS WITH OTHER PEOPLE!

So that everyone can use public transport in the Eurometropole of Strasbourg in comfort and safety, there are a few rules that must be observed. Anyone engaging in ticket fraud or inappropriate behaviour will be subject to strict penalties.

CTS inspectors and crime prevention officers work every day to ensure adherence to these rules for the sake of all passengers.



Travelling with a validated ticket

All passengers over the age of four must have a validated ticket. The ticket must be validated each time the holder boards a tram or bus, including connections.



No smoking

As in all public places, **smoking is banned on buses and trams.** The use of e-cigarettes is also prohibited

(decree no. 2006-1386 of 15 November 2006 fixing the conditions of application of the ban on smoking in public places).



Turn it down ...

Wearable audio or MP3 devices or phones can only be used **in combination with headphones and at a volume level that does not disturb other passengers.**



No large animals on board

Animals are not allowed on buses and trams, with the exception of **small pets in carry cases or guide/assistance dogs.**



Respect the wheelchair spaces

There are some spaces specially set aside for wheelchairs. Rollators are also permitted on buses and trams.



Video cameras

For reasons of safety and security, **video cameras record images of any offences committed on the network** (law of 21 October 1995, decree of 17 October 1996). Everyone has the right to ask CTS for access to any personal data held about them and if applicable to request that this data be rectified.



No bulky items or hazardous substances

Bulky items and hazardous substances may not be transported on buses or trams.



Show respect: offer your seat

All passengers are invited to give up their seat to passengers with a card marked "besoin d'accompagnement" or "besoin d'accompagnement - cécité", elderly or pregnant passengers and people accompanied by children under the age of four.



Pushchairs

Pushchairs must be parked in the spaces set aside for wheelchair users, if free. The driver can refuse to allow pushchairs on if they would inconvenience other passengers or cause a risk of accident.



Vehicle cleanliness

On buses and trams, passengers are forbidden **to eat or drink, to leave litter on the floor or to put their feet up on the seats.**



Bikes, roller skates, scooters, etc.

On buses

Unfolded scooters, bicycles (folded or unfolded) are prohibited. Folded scooters are allowed.

On trams

Unfolded bicycles and scooters **are prohibited from Monday to Saturday between 7 a.m. and 7 p.m.** They are allowed outside these times, as well as on Sundays and public holidays. Access is through the last door of the tram only.

Professional delivery cyclists are not allowed on any day or at any time. Folded scooters and bicycles are allowed on any day and at any time, provided they are no larger than a suitcase.

During journeys, owners must take care of every bicycle or scooter and make sure they are stable and safe.

They are also fully liable, within the limits of the law, for any harm or damage caused to other passengers, to CTS property, or to themselves.

On buses and trams

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

Ticket inspections and fines

Ticket inspectors can carry out inspections at any time and ask you to present a valid ticket.

EXAMPLES OF INFRACTIONS* AND FINES

Valid from 1 December 2017. Someone who is caught infringing the rules of good conduct on a CTS bus or tram can be subject to a fine. The amount of the fine varies depending on the nature of the infraction. Some examples are shown below:

No ticket
€60**
On-the-spot fine

Non-validated ticket
€40**
On-the-spot fine

Feet on seats
€70
On-the-spot fine

Smoking
€70
On-the-spot fine

Failure to follow an instruction
€150
On-the-spot fine

* In accordance with the regulations of the transport police (a copy of the full regulations can be requested by writing to CTS, Kundenservice, 14 Rue de la Gare aux Marchandises, 67035 Strasbourg Cedex, France)

** If the fine is not paid immediately, an additional €40 administrative charge will be charged.



If one ticket validator does not work, **please use a different one**. There are several validators at every tram stop.

If a passenger without a valid ticket does not pay immediately, our inspectors are authorised to take their name and address (and if applicable to call the police) in order to issue a penalty notice. The penalty notice includes the total amount owed, which comprises a fixed fine and an additional €40 administrative charge*.

PAYING FINES



* However, the administrative charge will be waived for infractions by passengers under the age of 18 if payment is received within five days of issuing the penalty notice.

In accordance with applicable regulations, all fines must be paid within **a maximum of three months**. Payments can be made by the following methods:

- **online** at www.cts-strasbourg.eu
- **Using a penalty ticket**, which can be obtained from all ticket machines at the tram and Line G stops and from certain CTS sales points. Penalty tickets are magnetic stripe cards onto which you can load payment for the fine. The card is then sent by post to CTS along with the penalty notice (original or copy).
- **By postal or bank cheque**, which should be sent to the following address along with the penalty notice (original or copy):
Bureau de recouvrement des indemnités forfaitaires (BRIF)
14 rue de la Gare aux Marchandises - CS 15002
67035 STRASBOURG CEDEX 2 France
- **By bank transfer or postal order**, to the following account: Caisse Epargne Alsace - IBAN: **FR76 1513 5090 1708 7709 8967 108 BIC : CEPAPRPP513** stating the penalty notice number and the passenger's name and surname.

From the date of issue of the penalty notice, you have **three** months to appeal against it. The appeal should be sent to the following address along with a copy of the penalty notice:

CTS
Contestation des indemnités forfaitaires
14 rue de la Gare aux Marchandises
CS 15002 - 67035 STRASBOURG CEDEX 2 - France

Or via our contact form available at www.cts-strasbourg.eu / "Contact" section.



Passengers who travel without their Badgéo card can be fined for travelling without a valid ticket in accordance with article **15 decree no.2019 - 726 of July 9th 2019**.

If a passenger is able to provide written proof that they have a travelcard, the fine can be withdrawn as a courtesy; however, the administrative charge must still be paid.

GOOD TO KNOW!

If you pay immediately, you save yourself a €40 administrative charge.**

You can pay your fine on the spot in cash or by credit card.

** Valid from 1 December 2017

#7

Handy tips

/ INFORMATIONS
 VOS CARTES BADGÉO
 DE LA CONTREMARQUE TER



LOST AND FOUND

Have you lost something on the CTS network? Get in touch via our website (under "Contact").

REFUNDS

Did you make a mistake while purchasing a ticket? Any technical problems with a ticket machine? In certain particular cases, CTS may **exchange** or **refund** your tickets, **essentially by credit voucher**. In that case, **please contact our offices by post or via the refund form available on our website, in the "Contact" section.**

CANCELLATION

Do you wish to cancel a season ticket? Please send your request by post or by completing the cancellation form, available on our website, in the "Contact" section. To become effective the following month, the request must be sent by the 20th of the month. After that date, the following month will be charged.

MONTHLY TRAVELCARD

Regardless of the grounds, cancellations must be made prior to the travelcard start date. Retroactive refunds of travelcards for months that have already begun are not possible even if the travelcards have not been validated. For all other enquiries concerning refunds, please call +33 (0)388 777 070.

ANNUAL TRAVELCARD

Annual travelcards can be cancelled in writing and in accordance with the CTS terms and conditions (available at www.cts-strasbourg.eu).

DIRECT DEBIT

If you have a monthly direct debit, the cancellation must be made prior to the 20th of the current month in order to take effect the following month. Otherwise, the fee for the following month will be debited from your account and the cancellation will take effect in the month after that.

LOST OR STOLEN CARDS

You can apply for a **replacement Badgéo Solo card (subject to a fee of €8*)**, with your full credit from the time the loss was reported. The application can be made on our website or in the CTS shop. You will need:

- ID document
- A passport photo
- €8* (fee for replacement card)

It is not possible to apply for a replacement card for a Badgéo Multi.

* Valid from 1 July 2019



A BARRIER-FREE TRANSPORT NETWORK

Public transport should be accessible to everyone. That's why one of CTS's priorities is to help people with restricted mobility to get from A to B more easily.

In all trams, there are loudspeaker announcements, tactile floor surfaces, wheelchair spaces, low floors and sliding doors to make it easier for you to travel on our services.

All buses have two wheelchair spaces (labelled UFR, "Usager en Fauteuil Roulant") and a sliding door to enable unobstructed boarding.

The new bus stops are fitted with specially designed platforms that reduce the step between the platform and the bus to an absolute minimum.

Show some consideration and common sense

Travelling by bus?

Have your ticket ready to show the driver when you board so as to save time. Please note: passengers should get on at the front, and exit at the back.

Let people off first!

Let passengers off the bus or tram first, before you board yourself.

Offer your seat without needing to be asked ...

... to people with restricted mobility, young children or elderly or pregnant passengers.

For your own safety

- Stand back from the edge when waiting at stops
- On buses and trams, hold on to the poles or straps provided; they will help you to keep your balance.



WORKING TOGETHER TO STAY SAFE



Keep your luggage with you at all times.
Watch out for unattended packages.

Look

Report

Alert staff
Help us protect you





Remove your
travel ticket
from your bag
or wallet
to validate.



Wellcome Byzance

Stay
informed
at all
times!

How it works:

Real-time passenger information



Follow us on Twitter
#CTS_Infostrafic



Section **"info trafic"**



At **www.cts-strasbourg.eu**,
section **"Traffic information"**

Live updates on next bus/tram departure



In the CTS app, you can check at any time when the next
bus or tram will be arriving at your favourite stops.



Go to the section **"Real Time"** at **www.cts-strasbourg.eu**
and enter the name of the stop you want to check.

CONTACT

www.cts-strasbourg.eu/en

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

- Monday to Friday between
7.30 a.m. and 7 p.m.
 - Saturday
from 8.30 a.m. to 5 p.m.
-

CUSTOMER SERVICE

CTS

14 rue de la Gare aux Marchandises
CS 15002
67035 STRASBOURG CEDEX 2
FRANCE

CTS SHOP

- 9 place St-Pierre-le-Vieux
(Tram B/F, stop: Alt Winmārik)
- Monday to Friday between 8.30 a.m.
and 7 p.m.
 - Saturdays between 9 a.m. and 5 p.m.
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