

AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

- Journalnummer:** 23-0133
- Klageren:** XX
2000 Frederiksberg
- Indklagede:** Movia
CVR-nummer: 29 89 65 69
- Klagen vedrører:** Kontrolafgift på 1.000 kr. grundet manglende straks-check ind
- Parternes krav:** Klageren ønsker, at ankenævnet annullerer kontrolafgiften, og gør gældende, at han ikke kunne checke ind ved midterdøren, og at bussen var fyldt, hvorfor det tog tid at komme op til fordøren, hvor han checkede ind, inden bussen kørte fra stoppestedet
- Indklagede fastholder kontrolafgiften
- Ankenævnets sammensætning:** Nævningsformand, dommer Lone Bach Nielsen
Gry Middtun (2 stemmer)
Helle Berg Johansen
Dorte Lundqvist Bang

Ankenævnet for Bus, Tog og Metro har på sit møde den 6. december 2023 truffet følgende

AFGØRELSE:

Movia er berettiget til at opretholde kravet om betaling af kontrolafgiften på 1.000 kr.

Beløbet skal betales til Movia, der sender betalingsoplysninger til klageren.

Da klageren ikke har fået medhold i klagen, tilbagebetales klagegebyret ikke, jf. ankenævnets vedtægter § 24, stk. 2, modsætningsvist.

-oOo-

Hver af parterne kan anlægge sag ved domstolene om de forhold, som klagen har vedrørt.

Klageren henvises til at søge yderligere oplysning om eventuel bistand i forbindelse med sagsanlæg fx på www.domstol.dk, www.advokatnoeglen.dk og /eller eget forsikringssselskab om eventuel forsikringsretshjælp.

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SAGENS OMSTÆNDIGHEDER:

Klageren har et Rejsekort, som han anvendte på en rejse med buslinje 200S den 22. februar 2023. I denne buslinje skal påstigning ske via fordøren. Det er kun i A-busser og på linje 5C, at der er "frit flow" med indstigning ad samtlige døre, hvor der også er check ind-standere til Rejsekort.

Ifølge klageren steg han om bord på bussen ved stoppestedet Rødovre st. via midterdørene, hvor han ikke fandt nogen stander til check ind. Da bussen var fyldt med studerende, tog det tid for ham at komme frem til fordøren, hvor han kunne checke ind. Men da han kom frem til standeren, blev han mødt af en kontrollør, der var steget på bussen ved samme stop som klageren, og som blokerede for standeren og var aggressiv, selv om bussen stadig holdt ved stoppestedet.

Ifølge Movia fremgår det af de elektroniske logs i sagen,

at buslinje 200S ankom til Rødovre st. kl. 15:57:23,
at kontrollørerne loggede deres påstigning på bussen på Rødovre st. kl. 15:57:43,
at klagerens Rejsekorthistorik viser, at han checkede ind kl. 15:57:52,
at bussen afgik fra stoppestedet kl. 15:58:20,
at kontrolløren satte et kontrolmærke på klagerens Rejsekort kl. 15:59:46,
at der blev udstedt en kontrolafgift til klageren kl. 16:01:40,
at den tog 1 minut og 8 sekunder at skrive samt
at kontrolløren noterede på den interne kontrolafgift, at der var 26 passagerer om bord, og at klageren checkede ind efter kontrollørernes påstigning:

Linje	200S
Køretøjs nummer	1501
Stop nummer	431
Stop	Rødovre St.
Tur ID	0
Påstigning	22-02-2023 15:57:43
Udstedt dato/tid	22-02-2023 16:01:40
Stået af	22-02-2023 16:02:03
Passager tal	26
Kontrol spørgsmål stillet	Ja
Kunden har forespurgt chauffør	Nej
Jeg har forespurgt chauffør	Nej
Kort inddraget	Nej
Årsag	Rejsekort checket ind efter kontrollørs påstigning

Dagen efter at klageren var blevet pålagt kontrolafgiften, den 23. februar 2023, anmodede han Movia om at annullere den og gjorde gældende som refereret ovenfor.

Movia fastholdt kontrolafgiften den 18. april 2023, fordi klageren ikke var checket ind straks efter påstigning, og ikke var checket ind, da han mødte kontrollørerne. Videre anførte Movia, at klageren skulle have benyttet fordøren til indstigning, hvor check ind-standeren befinder sig, og hvis han benytter andre døre, er der risiko for, at bussen er påbegyndt turen, inden han er checket ind,

samt at der kun er få busser i København, hvor der er check ind-standere ved samtlige døre: A- og C-busser:

“We understand, that it can be upsetting to receive an inspection fee. Movia's ticketing system is based on self-service and it is your own responsibility to check in your rejsekort immediately upon entering the bus.

When travelling with Rejsekort, you must check in your rejsekort immediately upon boarding. The check in card readers are located in the front of the bus by the driver, which is also where you should board the bus. If you use other doors, you are at risk of the bus starting the trip before you have a valid checked in rejsekort. It is only in a very few bus lines (the C- and A-busses in Copenhagen) that you can find check in-card readers at the other doors.

When you met the ticket inspectors in the bus on the day in question, your rejsekort was not checked in immediately upon boarding. Your card was not checked in until after the ticket inspectors boarded the bus. We have not found any special circumstances in this particular case that prevented you from making a correct check in. It is therefore correct that an inspection fee has been issued.”

Derpå indbragte klageren sagen for ankenævnet, hvor Movia har fremlagt klagerens Rejsekorthistorik fra 16. januar – 6. marts 2023. Her fremgår det, at klageren frem til datoen for kontrolafgiften hovedsageligt rejste med tog, undtagen den 18. januar 2023, hvor han rejste med buslinje 6A, der har "frit flow":

Rejsenr.	Dato	Tid	Fra	Tid	Til	Beløb kr.	Saldo kr.
	16-01-2023	16:34	Tank-op		Høje Taastrup St.	100,00	110,96
293	16-01-2023	21:26	Valby St.		Ukendt sted	-25,00	85,96
294	17-01-2023	15:34	Høje Taastrup St.	16:02	Nørreport St.	-43,50	42,46
295	17-01-2023	21:16	Nørreport St.	22:07	Høje Taastrup St.	-34,80	7,66
	17-01-2023	21:59	Kontrolmærke		Høje Taastrup St.		7,66
	18-01-2023	15:12	Tank-op		Husum St.	100,00	107,66
296	18-01-2023	15:31	Husum St.	15:45	Linje : 9A Sønderjyllands Allé	-18,00	89,66
297	18-01-2023	17:10	Linje : 9A Sønderjyllands Allé		Ukendt sted	-25,00	64,66
298	18-01-2023	22:21	København H		Ukendt sted	-25,00	39,66
299	19-01-2023	16:47	Høje Taastrup St.		Ukendt sted	-25,00	14,66

Rejsenr.	Dato	Tid	Fra	Tid	Til	Beløb kr.	Saldo kr.
	22-02-2023	15:45	Tank-op		Rødovre St.	100,00	114,66
300	22-02-2023	15:57	Linje : 200S Rødovre St.	16:25	Linje : 22 Husum Torv	-18,00	96,66
	22-02-2023	15:59	Kontrolmærke		Linje : 200S Rødovre St.		96,66
	22-02-2023	16:00	Kontrolmærke		Linje : 200S Rødovre St.		96,66
301	22-02-2023	17:49	Linje : 200S Husum Torv	18:27	Høje Taastrup St.	-37,00	59,66
	22-02-2023	18:14	Kontrolmærke		Rødovre St.		59,66
	24-02-2023	15:33	Tank-op		Høje Taastrup St.	200,00	259,66
302	24-02-2023	15:54	Høje Taastrup St.	16:11	København H	-43,50	216,16
303	24-02-2023	17:19	København H	17:39	Ishøj St.	-37,00	179,16
304	24-02-2023	18:39	Ishøj St.		Ukendt sted	-25,00	154,16

Rejsenr.	Dato	Tid	Fra	Tid	Til	Beløb kr.	Saldo kr.
305	26-02-2023	12:36	Linje : 200S Husum Torv	13:28	Ishøj St.	-24,00	130,16
306	26-02-2023	15:04	Ishøj St.	16:28	Linje : 4A Tofteg, Allé/Vigersl. Allé	-24,00	106,16
307	26-02-2023	19:53	Valby St.	20:09	Høje Taastrup St.	-29,60	76,56
308	27-02-2023	16:40	Rødovre St.	16:57	Høje Taastrup St.	-30,00	46,56
309	28-02-2023	16:14	Høje Taastrup St.	16:33	Valby St.	-37,00	9,56
	01-03-2023	15:41	Tank-op		Høje Taastrup St.	200,00	209,56
310	01-03-2023	15:54	Høje Taastrup St.	17:51	Valby St.	-37,00	172,56
311	01-03-2023	21:35	Valby St.	21:48	Høje Taastrup St.	-29,60	142,96
	01-03-2023	21:39	Kontrolmærke		Høje Taastrup St.		142,96
312	02-03-2023	11:26	Høje Taastrup St.	12:05	Ny Ellebjerg St.	-29,60	113,36

Rejsenr.	Dato	Tid	Fra	Tid	Til	Beløb kr.	Saldo kr.
313	02-03-2023	13:44	Ny Ellebjerg St.	16:12	Høje Taastrup St.	-48,00	65,36
314	03-03-2023	16:08	Høje Taastrup St.	16:21	Valby St.	-37,00	28,36
315	04-03-2023	01:31	Valby St.	01:41	Høje Taastrup St.	-29,60	-1,24
	04-03-2023	01:32	Kontrolmærke		Høje Taastrup St.		-1,24
	04-03-2023	01:43	Tank-op		Høje Taastrup St.	100,00	98,76
316	04-03-2023	18:24	Høje Taastrup St.	19:25	Linje : 200S Husum Torv	-29,60	69,16
317	05-03-2023	12:03	Linje : 166 Husum Torv	12:20	Valby St.	-14,40	54,76
318	05-03-2023	20:08	Valby St.	20:21	Høje Taastrup St.	-29,60	25,16
319	06-03-2023	15:50	Rødovre St.	16:00	Valby St.	-18,00	7,16

Movia har oplyst, at kontrollørens angivelse af passagerantal bekræfter, at der ikke var tale om en fyldt bus, når man medregner pendlerkort, mobilbillet og lignende samt de registrerede ind- og udcheckninger med 14 check ind 7 check ud før Rødovre st.:

Stop	Tid	DC	Check ind			check ud		
			1 (CI)	2 (CI)	3 (CU)	4 (CU)	5 (CU)	6 (CU)
		111641	13338F	13371D	1323E2	131EB6	13310F	132154
Avedøre Holme, CPH Business Park (3846)	15:34:37	0	3	0	0	0	0	0
Friheden St. (418)	15:41:26	0	4	0	0	0	0	0
Brostykkevej (421)	15:43:42	0	1	0	2	1	0	0
Hvidovre Rådhus (423)	15:45:42	0	0	0	1	0	0	0
Arnold Nielsens Boulevard (425)	15:47:18	0	1	0	2	0	0	0
Hvidovre Hospital (426)	15:49:17	0	2	0	0	0	0	0
Oppegårdsvej (428)	15:50:10	0	2	0	0	0	0	0
Hvidovre Hospital, Kollegiet (118)	15:52:13	0	1	0	0	0	0	0
Rebæk Søpark (2277)	15:55:09	0	0	0	0	1	0	0
Rødovre St. (431)	15:57:19	2	1	0	0	1	0	0

ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Klageren rejste med buslinje 200S, hvor der kun er påstigning via fordøren, og hvor standerne til check ind befinder sig. På trods af dette steg klageren på bussen via midterdørene og var derfor selv ansvarlig for ikke at kunne checke ind straks efter påstigning, således som det kræves i medfør af de Fælles landsdækkende rejseregler.

Bussen ankom til stoppestedet kl. 15:57:23, og klageren checkede ind 29 sekunder senere, kl. 15:57:52 og 9 sekunder efter, at kontrollørerne var steget på bussen kl. 15:57:43. Der er ikke registreret andre check ind end klagerens ved dette stoppested.

Ankenævnet finder, at klagerens check ind 9 sekunder efter kontrollørernes påstigning, som de sidste, ikke kan betegnes som *check ind straks efter påstigning*, og at kontrolafgiften blev pålagt med rette. Det har i dette tilfælde ikke betydning, at check ind skete, inden bussen forlod stoppestedet.

Da det ikke er en betingelse for at pålægge en kontrolafgift, at passageren bevidst har søgt at omgå de Fælles landsdækkende rejseregler, finder ankenævnet, at der ikke har foreligget sådanne særlige forhold, at kontrolafgiften skal frafaldes.

RETSGRUNDLAG:

Ifølge lov om trafikkselskaber § 29 kan selskabet udstede kontrolafgift og pålægge ekspeditionsgebyr til en passager, der ikke på forlangende foreviser gyldig rejsehjemmel.

I de Fælles landsdækkende rejseregler (forretningsbetingelser), som trafikvirksomhederne har vedtaget, præciseres hjemmelen til udstedelse af en kontrolafgift.

Det anføres således bl.a., at passagerer, der ikke på forlangende viser gyldig rejsehjemmel, herunder er korrekt checket ind på Rejsekort til deres rejse, skal betale en kontrolafgift på 1.000 kr. for voksne. Det gælder også, hvis passageren har købt rejsehjemmel via en mobil enhed, der ikke kan kontrolleres, f.eks. hvis denne er løbet tør for strøm eller gået i stykker. Det er passagerens ansvar, at rejsehjemlen er endeligt modtaget på den mobile enhed før påstigning.

I busser, hvor check ind sker om bord, skal check ind ske straks efter påstigning uden unødigt ophold, og inden passageren sætter sig ned.

Som passager uden gyldig rejsehjemmel betragtes også passager, der benytter kort med begrænset tidsgyldighed (f.eks. pensionistkort) uden for kortets gyldighedstid, eller hvis andre rejsebegrensninger ikke overholdes (f.eks. for hvornår cykler må medtages, eller om der er betalt metro-tillæg). Passagerer, der rejser alene på andres Rejsekort Personligt eller med en anden kundetype, end passageren er berettiget til, rejser uden gyldig rejsehjemmel. Kortindehaveren skal altid selv være checket ind på kortet på de rejser, hvor et Rejsekort Personligt benyttes.

PARTERNES ARGUMENTER OVER FOR ANKENÆVNET:

Klageren anfører følgende:

" Movia response regarding my case, it comes to my duty and responsibility of checking in upon the entrance on the buss.

As I have mentioned, the check in card reader was not available at the middle door.

The buss was completely full with people in front and there was no chance for me to make it in time fast enough to validate my journey.

The inspectors got aggressive and stood in front of the machine, while the buss was still at the station and didn't left the place just yet.

It is definitely my duty and i had no intention to travel without paying for my journey.

But is not fair that the inspectors are aggressive and they wouldn't let me to check in, again i have to say, as long as the buss is at the stop.

I would like this case to be reconsidered as this ticket is not fair.
Aggressive inspectors is not something you should not tolerate at all.

Movie response to my check in action it was at : "when I had eye on the inspector, then I made my way to check in".
That is not true, as I was on my way to the front door to proceed the check in, as this wasn't available at the middle doors. Again I need to mention that the buss was full, therefore took me 30 second so to get to the front door.
The inspectors got in at the same time as I did, and of course that didn't allowed me to do the check in a good time.

I also mention again, as you can see in the time frame, the buss was still standing when I proceeded the check in.
The inspectors have started to check the billet before the buss was ready to leave.
On the other note, their aggressive behaviour needs to be questioned."

Indklagede anfører følgende:

" Movia maintains that the inspection fee is rightly imposed, and we do so on the grounds that complainant did not present a valid check in on the ticket inspectors' inquiry in the bus.

Using a rejsekort

A rejsekort is used to pay for journeys. To pay as you go, you reload your card with money. After each journey, the cost of that specific journey is deducted from your card account. When your rejsekort is checked in, the card constitutes a legally valid travel document.

Rejsekort must be checked in correctly before the start of the journey. Failure to check in means that the card bearer travels without a legally valid travel document and a fare evasion ticket may therefore be issued.

Joint National Travel Regulations:

2.2. Customer categories

It is the customer's responsibility to have a valid travel document issued for the correct customer category.

2.3. Purchase of travel documents

To be able to travel by train, bus and Metro, the customer must be in possession of a valid travel document.

2.4. Purchase of travel document

Public transport in Denmark is an open system with widespread self-service, and it is therefore always the customer's responsibility to have a valid travel document upon boarding, including by ensuring that the Rejsekort has been checked in correctly.

2.4.3. Use of Rejsekort

Rejsekort, issued by Rejsekort Rejseplanen A/S, can be used as a travel document. A Rejsekort must be checked in before the start of the journey. For all means of transport for which check in takes place inside the means of transport, the customer must check in immediately after boarding, without any unnecessary delay, and before taking a seat. If the customer does not adhere to the aforementioned check in rules, the customer will be deemed to be without a valid single ticket, which incurs an inspection fee.

2.6. Inspection of travel documents

If a valid travel document cannot be presented on request during inspection, it will not be possible to have to get a reduction or cancellation of an inspection fee by subsequent presentation of travel documents.

2.7.1. Inspection of travel documents

Customers who do not, when requested, present valid travel documents, including having checked in correctly on Rejsekort for their travel, must pay an inspection fee.

A valid ticket is thus a passenger's documentation of the right to be transported in public transport. According to the principle of self-service it is the passenger's own responsibility to have a valid ticket from the start of the journey and to be able to present it at the ticket inspector's request.

Inspection fee

The ticket inspectors enter the bus at bus stop Rødovre St. and observe that the customer was already on the bus. Furthermore, the inspector observes that the customer made his check in when he got an eye on the inspector boarding.

Årsag		Rejsekort checket ind efter kontrollørs påstigning		
Ny besked	Vi steg på ved Rødovre st. Kunden tjekket ind efter der han så os	MEZ	22-02-2023 16:04:04	

The ticket inspectors take into consideration special circumstances regarding the issuance of inspection fees e.g., luggage, baby strollers etc. In the situation in question complainant is already on the bus and must therefore be able to show a valid ticket. The ticket inspectors do not consider that complainant has taken the necessary steps to be in possession of a valid ticket and issue an inspection fee in accordance with the applicable travel regulations.

Comments and decision

The bus arrives at Rødovre St. at 15:57:23 and departs at 15:58:20:

#	Stoppested	Stopindikator	Pl. ank.	Pl. afg.	Obs. ank.	Obs. afg.		Obs. køretøj	Dist. (Km)	Hastighed (Km/t)	Check In	Check
1	Avedøreholmen (3850)	● ●	15:25	15:25	15:25:10	15:25:33	-1	1501	0,0		0	
2	Stamholmen 111 (5786)	● ●	15:25	15:25	15:26:00	15:26:00	-1	1501	0,3		37	
3	Helseholmen (3851)	● ●	15:26	15:26	15:26:31	15:26:37	-1	1501	0,6		35	
4	Stamholmen (5787)	● ●	15:27	15:27	15:27:37	15:27:37	-1	1501	1,0		28	
5	Renseanlæg Avedøre (5788)	● ●	15:28	15:28	15:28:11	15:28:11	±0	1501	1,5		46	
6	Helseholmen (5789)	● ●	15:29	15:29	15:29:21	15:29:28	±0	1501	2,1		31	
7	Sydholmen (5790)	● ●	15:31	15:31	15:30:45	15:30:54	±0	1501	2,8		33	
8	Avedøreholmen (5791)	● ●	15:32	15:32	15:31:38	15:31:38	±0	1501	3,2		32	
9	Industriholmen (5792)	● ●	15:33	15:33	15:32:17	15:32:37	±0	1501	3,5		27	0
10	Avedøre Holme, CPH Business Park (3846)	● ●	15:35	15:35	15:34:44	15:35:11	±0	1501	4,1		18	4
11	Avedøre Havnevej (5082)	● ●	15:38	15:38	15:38:30	15:38:30	-1	1501	5,2		20	
12	Via (49473)	● ●	15:40	15:40	15:40:41	15:40:41	-1	1501	6,0		21	
13	Friheden St. (418)	● ●	15:41	15:41	15:41:30	15:41:54	-1	1501	6,1		9	6
14	Brostykkevej (421)	● ●	15:43	15:43	15:44:09	15:44:09	-1	1501	7,1		27	1
15	Hvidovre Rådhus (423)	● ●	15:45	15:45	15:45:57	15:46:05	-1	1501	7,8		21	0
16	Arnold Nielsens Boulevard (425)	● ●	15:46	15:46	15:48:13	15:48:21	-2	1501	8,5		19	1
17	Hvidovre Hospital (426)	● ●	15:48	15:48	15:49:23	15:49:29	-1	1501	8,9		28	4
18	Oppegårdsvej (428)	● ●	15:48	15:48	15:50:13	15:50:22	-2	1501	9,3		27	3
19	Hvidovre Hospital, Kollegiet (118)	● ●	15:50	15:50	15:52:13	15:52:21	-2	1501	9,7		14	1
20	Park Allé (430)	● ●	15:54	15:54	15:54:55	15:54:55	-1	1501	11,2		35	
21	Rebæk Søpark (2277)	● ●	15:55	15:55	15:55:29	15:55:36	-1	1501	11,6		41	0
22	Rødovre St. (431)	● ●	15:57	15:57	15:57:23	15:58:20	-1	1501	12,3		23	4
24	Via (26815)	● ●	15:58	15:58	15:59:27	15:59:27	-1	1501	12,6		20	

The ticket inspectors enter the bus at 15:57:43

Stop	Rødovre St.
Tur ID	0
Påstigning	22-02-2023 15:57:43

We can see that complainant checks in at 15:57:52 which is after the boarding of the inspectors at 15:57:43.

Aktivitet	Type	Dato / Tid	Sted
875	Check ind	22-02-2023 15:57:52	Rødovre St.
875	Kontrolmærke	22-02-2023 15:59:46	Rødovre St.
875	Kontrolmærke	22-02-2023 16:00:00	Rødovre St.
876	Check ind	22-02-2023 16:02:19	Roskildevej/Tårnvej
877	Check ud	22-02-2023 16:25:02	Husum Torv

Movia finds this confirms the ticket inspector's observation.

The customer is obliged to check in immediately after boarding. In all ordinary buses which apply all except for A- and C-buses boarding takes place at the very front door, where the passenger must check in immediately when boarding. If the customer has passed the first card reader without checking in, the journey has begun without a valid ticket. If a valid travel document cannot be presented on request during inspection, subsequent presentation will not be accepted.

Except for a very short period during the covid19 it has never been possible to use the middle door or back door during boarding in 200S. If we legalize passengers to use the back and middle doors in buses where check in does not take place directly inside, we can never know for sure, whether customers actually want to check in elsewhere in the bus or if they only will do it if observing an inspector.

When an inspection fee is issued, we have no reason to believe that it is anything but a regrettable mistake, but on the other hand, Movia has no way of assessing whether the missing travel document is due to a mistake, attempt at deliberate cheating, oversight, or other things.

An inspection fee is not conditional on whether a customer have deliberately tried to evade payment or whether there are errors or misunderstandings, but only if the customer can present a valid ticket during inspection. Since complainant does not make a correct check in immediately after boarding and therefore has not been able to present a valid ticket during ticket inspection Movia finds that inspection fee has been correctly issued.

There is only one check in registered at the card reader complainant uses. Therefore, we can not confirm that there was any queue by any of the card readers in the bus at Rødovre St.

Vehicle 1501 @ 2023-02-22 15:57:00

		DC	1 (CI)	2 (CI)	3 (CU)	4 (CU)	5 (CU)	6 (CU)	Kortlæser
Stop	Tid	111641	13338F	13371D	1323E2	131EB6	13310F	132154	SAM
Avedøre Holme, CPH Business Park (3846)	15:34:37	0	3	0	0	0	0	0	
Friheden St. (418)	15:41:26	0	4	0	0	0	0	0	
Brostykkevej (421)	15:43:42	0	1	0	2	1	0	0	
Hvidovre Rådhus (423)	15:45:42	0	0	0	1	0	0	0	
Arnold Nielsens Boulevard (425)	15:47:18	0	1	0	2	0	0	0	
Hvidovre Hospital (426)	15:49:17	0	2	0	0	0	0	0	
Oppegårdsvej (428)	15:50:10	0	2	0	0	0	0	0	
Hvidovre Hospital, Kollegiet (118)	15:52:13	0	1	0	0	0	0	0	
Rebæk Søpark (2277)	15:55:09	0	0	0	0	1	0	0	
Rødovre St. (431)	15:57:19	2	1	0	0	1	0	0	
Roskildevej (432)	16:02:19	0	0	0	0	0	0	0	
Rødovre Centrum (435)	16:04:38	0	4	0	0	0	0	0	
Tæbyvej (121)	16:06:22	0	0	0	0	0	1	0	
Slotsherrensvej (448)	16:09:55	0	0	0	1	0	0	1	
Husum Torv (258)	16:16:26	0	1	0	0	0	0	0	
Nørre Gymnasium (125)	16:18:03	0	1	0	0	1	0	0	
Juni Allé (126)	16:21:05	0	1	0	0	0	0	0	
Gladsaxe Trafikplads (7926)	16:24:59	0	0	0	0	0	0	0	
Gladsaxevej (83)	16:26:53	0	1	0	0	0	0	0	

The complaint of the customer

“ I got in the buss at the middle doors, buss was full with students and I had to go at the front door on the inside the buss to check in but the control got up on the same time with me, same station, and by the time I made it to the front door they told me I cant check in even though the buss wasn't leaving yet, was still at the stop. They became aggressive with me. I had no intention of getting in the buss without checking in as my work place is there and I get there everyday as you can also check my journeys on Rejsekort. It is not fair I haven t let to check in while the buss was still at station, and could not check in only st the front doors, and me and the control persons we got up st the same time. Please look into my case as I don't think is fair what happened. Thank you for your time. Sincerely, George N”

Movias reply

The bus has 44 seats and a maximum capacity of 117 passengers.

← Antal siddepladser jf DMR →	← Antal ståpladser jf DMR →	← Godkendt totalkapacitet jf DMR →
Søg..	Søg..	Søg..
44	74	117

The ticket inspector has noted approx. 26 passengers during inspection.

Støt tal	22-02-2023 10.02.00
Passager tal	26

It is the customers own responsibility to use the correct door when boarding. When boarding from the middle door, the journey has begun and therefore the passenger must be able to show a valid ticket.

As we can see on the data, we cannot confirm that the number of passengers in the bus could have caused queues that could have prevented any passenger to make a C/I in time at Rødovre St.

According to the Joint National Travel Regulations **§ 2.4.3** a check in must be completed immediately when boarding and therefore it is not important if the bus has departed or is still waiting at the stop.

2.4.3. Use of Rejsekort

For all means of transport for which check in takes place inside the means of transport, the customer must check in immediately after boarding, without any unnecessary delay, and before taking a seat.”

På ankenævnets vegne



Lone Bach Nielsen
Nævnensformand