

## AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

- Journalnummer:** 23-0295
- Klageren:** xx  
2300 København S
- Indklagede:** Movia  
**CVR-nummer:** 29 89 65 69
- Klagen vedrører:** Kontrolafgift på 1.000 kr. grundet manglende straks-check ind på Rejse-kort grundet for lav saldo
- Parternes krav:** Klageren ønsker, at ankenævnet annullerer kontrolafgiften, og gør gældende, at han tilbød at købe billet hos chaufføren, men denne tog kun imod kontanter, selv om klageren havde fået at vide, at Danmark er et kontantløst samfund. Chaufføren bad klageren om at tage plads i bus-sen  
  
Indklagede fastholder kontrolafgiften
- Ankenævnets sammensætning:** Nævnensformand, dommer Lone Bach Nielsen  
Torben Steenberg (2 stemmer)  
Helle Berg Johansen  
Dorte Lundqvist Bang

Ankenævnet for Bus, Tog og Metro har på sit møde den 7. februar 2024 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](http://www.domstol.dk), [www.advokatnoeglen.dk](http://www.advokatnoeglen.dk) og /eller eget forsikrings-selskab om eventuel forsikringsretshjælp.

**SAGENS OMSTÆNDIGHEDER:**

Ifølge klageren, der har boet i Danmark siden maj måned 2023 og er ikke-dansktalende, havde han været på Herlev Hospital med sin søn den 23. juni 2023, og skulle retur med buslinje 5C. Det var en stressende situation, og da de steg om bord, kunne han ikke checke sit Rejsekort ind grundet for lav saldo. Han forstod ikke, hvordan man fylder penge på Rejsekortet via selvbetjeningen, og han tilbød derfor at købe en billet hos chaufføren, der imidlertid kun tog imod kontanter, hvilket klageren ikke havde. Han var blevet oplyst om, at Danmark er et kontantløst samfund. Chaufføren bad herefter klageren om at finde en plads. Efter nogle stop steg der kontrollører om bord, der ikke ville tage imod en elektronisk betaling for en billet, men i stedet udstedte en kontrolafgift. Kontrolløren var indiskret og havde mange personlige oplysninger om klageren på sit udstyr, men ville ikke tage klagerens hidtidige Rejsekorthistorik med Movia i betragtning. Kontrolløren spurgte ikke chaufføren, men sagde til klageren, at han skulle skrive en klage. Han har efterfølgende fået MitId og har derfor kunnet oprette en tank-op-aftale på sit Rejsekort den 19. juli 2023.

Movia har gjort gældende, at buslinje 5C kørte fra Herlev Hospital 14:53, og klageren kørte 10 stop i ca. 25 minutter uden rejsehjemmel, inden kontrollørerne steg ombord ved Hulgårds Plads kl. 15:20.

Fra kontrolafgiften:

|                                |  |
|--------------------------------|--|
| Linje                          | 5C   |
| Køretøjs nummer                | 1603   |
| Stop nummer                    | 2150   |
| Stop                           | Hulgårds Plads   |
| Tur ID                         | 0  |
| Påstigning                     | 23-06-2023 15:20:15  |
| Udstedt dato/tid               | 23-06-2023 15:25:50  |
| Stået af                       | 23-06-2023 15:27:30  |
| Passager tal                   | 19   |
| Kontrol spørgsmål stillet      | Ja   |
| Kunden har forespurgt chauffør | Nej  |
| Jeg har forespurgt chauffør    | Nej  |
| Kort inddraget                 | Nej  |
| Årsag                          | Rejsekort mgl. check ind   |
| Bemærkning                     | Kunden sad allerede i bussen da vi stiger på. Bopælsamling bekræftet<br><input type="checkbox"/> Kunden siger han ikke kunne tanke op rejsekort appen. |

Kontrolløren har noteret, at kontrolafgiften tog 3 minutter og 8 sekunder at udstede.  
Bussens GPS-tider:

| Linie | Tur | Fra                      | Til                | Stop  | StopNavn                 | PlanAfg | Forv.Ank | Forv.Afg | Fakt.Ank | Fakt.Afg | Opdateret | Status  | Bus  | CS | Forsinkelse | Ophold |
|-------|-----|--------------------------|--------------------|-------|--------------------------|---------|----------|----------|----------|----------|-----------|---------|------|----|-------------|--------|
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 52538 | Herlev Hospital, Sløjfen | 14:51   | 14:51:00 | 14:53:03 | 14:46:00 | 14:53:22 | 14:53:28  | Realtid | 1603 | 1  | 142         | 442    |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 26820 | VIA-punkt                | 14:51   | 14:54:24 | 14:54:57 | 14:55:00 | 14:55:00 | 14:55:01  | Realtid | 1603 | 1  | 240         | 0      |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 20    | Hyrdindestien            | 14:55   | 14:58:46 | 14:59:32 | 14:59:37 | 14:59:57 | 15:00:01  | Realtid | 1603 | 1  | 297         | 20     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2143  | Elverhøjen               | 14:56   | 15:01:01 | 15:01:40 | 15:01:42 | 15:01:42 | 15:01:44  | Realtid | 1603 | 1  | 342         | 0      |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2146  | Åfløjen                  | 14:59   | 15:03:32 | 15:03:41 | 15:03:56 | 15:04:19 | 15:04:22  | Realtid | 1603 | 1  | 319         | 23     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2148  | Husum Torv               | 15:02   | 15:05:55 | 15:05:45 | 15:06:01 | 15:06:23 | 15:06:28  | Realtid | 1603 | 1  | 263         | 22     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2275  | Husumvej                 | 15:03   | 15:07:28 | 15:09:09 | 15:08:08 | 15:09:18 | 15:09:22  | Realtid | 1603 | 1  | 378         | 70     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 1966  | Kobbelvænget             | 15:04   | 15:10:20 | 15:09:54 | 15:10:27 | 15:10:27 | 15:10:30  | Realtid | 1603 | 1  | 387         | 0      |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2008  | Veksovej                 | 15:05   | 15:11:30 | 15:12:02 | 15:12:04 | 15:12:21 | 15:12:29  | Realtid | 1603 | 1  | 441         | 17     |
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| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2010  | Brønshøj Torv            | 15:07   | 15:15:04 | 15:14:49 | 15:15:17 | 15:15:20 | 15:15:29  | Realtid | 1603 | 1  | 500         | 3      |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2012  | Hyrdevangen              | 15:09   | 15:16:18 | 15:17:09 | 15:17:12 | 15:17:31 | 15:17:38  | Realtid | 1603 | 1  | 511         | 19     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2149  | Bellahøj                 | 15:11   | 15:18:42 | 15:18:52 | 15:18:29 | 15:19:07 | 15:19:11  | Realtid | 1603 | 1  | 487         | 38     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2150  | Hulgårds Plads           | 15:12   | 15:19:50 | 15:20:02 | 15:20:16 | 15:20:41 | 15:20:43  | Realtid | 1603 | 1  | 521         | 25     |

Movia har videre oplyst, at de kan se, at klageren havde DOT-billetappen på sin telefon, og at han samme dag efter kontrolafgiftens udstedelse købte en mobilbillet kl. 15:42:

### Billet information

|   |  |
|---|--|
| <b>BILLETTYPE:</b><br>Zonebillet                    | <b>PASSAGERTYPE:</b><br>Voksen               |
| <b>STAMKORTNUMMER:</b><br>IKKE OPLYST               | <b>STARTZONE:</b><br>1001                    |
| <b>BILLETNUMMER:</b><br>[REDACTED]                  | <b>SLUTZONE:</b><br>IKKE OPLYST              |
| <b>VARENUMMER:</b><br>30                            | <b>ANTAL GYLDIGE ZONER:</b><br>3             |
| <b>BILLETSTATUS:</b><br>Udløbet                     | <b>GYLDIGE ZONER:</b><br>1001, 1002, 1003    |
| <b>BILLET GYLDIG FRA:</b><br>23 Jun 2023 - 15:42:16 | <b>SØGEMETODE FRA:</b><br>IKKE OPLYST        |
| <b>BILLET GYLDIG TIL:</b><br>23 Jun 2023 - 16:57:16 | <b>SØGEMETODE TIL:</b><br>Hurtigkøb: 2 zoner |
| <b>PRIS:</b><br>24,00 kr.                           |  |

### Billethistorik

| Status | Handling   | Tidspunkt                    |
|--------|------------|------------------------------|
| ●      | Gennemført | Ordre modtaget               |
| ●      | Gennemført | Betaling gennemført          |
| ●      | Gennemført | Billet åbnet                 |
| ●      | Gennemført | Download af billet bekræftet |

Samme dag som kontrolafgiften blev pålagt klageren, den 23. juni 2023, anmodede han Movia om at frafalde kontrolafgiften og skrev, som refereret ovenfor. Derudover skrev han på ny den 18. juli 2023, at Rejsekort-appen var på dansk, som han ikke forstår, at han ikke vidste, at DOT-appen også gjaldt til busser, samt at han ikke havde haft nogen intentioner om at snyde.

Ved mail af 23. august 2023 fastholdt Movia kontrolafgiften med den begrundelse, at klageren ved check ud på den foregående rejse var blevet gjort opmærksom på, at saldoen var lav, og at buschauffører ikke udfører billetkontrol, og heller ikke afviser kunder ved døren, hvis kunden ikke viser billet, da dette kan virke konfliktoptrappende, og desuden kan passageren allerede have et

pendlerkort eller en gyldig billet i lommerne. Sluttelig anførte Movia, at det er passagerens eget ansvar at have gyldig rejsehjemmel.

Klagerens Rejsekorthistorik:

| Rejsekorthistorik |      |                  |                      |       |                           |           |           |  |
|-------------------|------|------------------|----------------------|-------|---------------------------|-----------|-----------|--|
| Rejsenr.          | Dato | Tid              | Fra                  | Tid   | Til                       | Beløb kr. | Saldo kr. |  |
| +                 |      | 19-06-2023 14:42 | Tank-op              |       | Ørestad St.               | 100,00    | 115,80    |  |
| +                 | 19   | 19-06-2023 17:05 | København H          | 17:25 | Ørestad St.               | -18,00    | 97,80     |  |
| +                 | 20   | 21-06-2023 08:29 | Ørestad St.          | 11:51 | Vestamager St.            | -72,50    | 25,30     |  |
|                   |      | 21-06-2023 09:59 | Kontrolmærke         |       | Bella Center St.          |           | 25,30     |  |
| +                 | 21   | 23-06-2023 11:52 | Ørestad St.          | 12:49 | Linje : 165 Smaragdvej    | -20,00    | 5,30      |  |
|                   |      | 23-06-2023 11:54 | Kontrolmærke         |       | DR Byen St.               |           | 5,30      |  |
|                   |      | 23-06-2023 15:21 | Kontrolmærke         |       | Linje : 5C Hulgårds Plads |           | 5,30      |  |
| +                 |      | 19-07-2023 14:06 | Opret tank-op-aftale |       | Ørestad St.               |           | 5,30      |  |
| +                 |      | 19-07-2023 14:06 | Tank-op-aftale       |       | Ørestad St.               | 300,00    | 305,30    |  |
| +                 | 22   | 19-07-2023 14:06 | Ørestad St.          | 14:52 | DR Byen St.               | -19,50    | 285,80    |  |

### ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Således som sagen foreligger oplyst, lægger ankenævnet til grund, at klagerens Rejsekort på tidspunktet for hans påstigning på bussen kl. 14:53 havde for lav saldo til check ind, og at han heller ikke kunne købe kontantbillet hos chaufføren, da han kun havde et kreditkort, samt at han havde DOT-appen installeret på sin telefon, men ikke købte nogen mobilbillet, og endelig at han befandt sig om bord på bussen i ca. 25 minutter uden rejsehjemmel.

Klageren har gjort gældende, at chaufføren bad ham tage plads i bussen, selv om han ikke havde nogen rejsehjemmel.

Heroverfor står kontrollørens afkrydsning på kontrolafgiften om, at hverken klageren eller kontrolløren spurgte chaufføren.

Ankenævnet kan derfor ikke vide med sikkerhed, hvad der skete i forbindelse med klagerens påstigning på bussen, men må afgøre sagen ud fra de tilgængelige faktiske data.

Af disse fremgår det, at saldoen på klagerens Rejsekort kom ned på 25,30 kr. ved check ud den 21. juni 2023 kl. 11:51 på Vestamager st., hvor der befinder sig en Rejsekortautomat til brug for optankning af Rejsekort med kreditkort.

Forudbetalingen på et Rejsekort Personligt, som klagerens, er på 25 kr., og klageren burde have

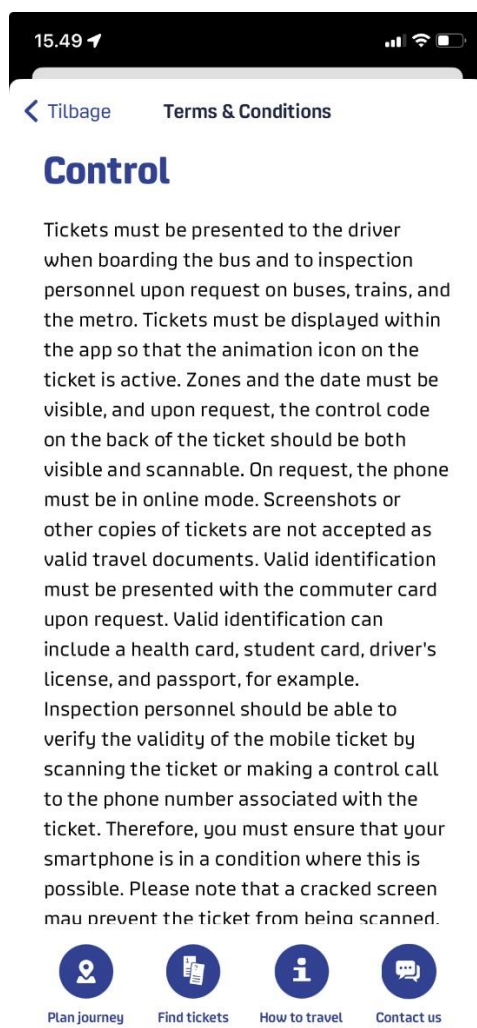
kunnet forudse, at saldoen allerede ved den næstkommende rejse, ville komme under de krævede 25 kr.

Klageren påbegyndte den næste rejse den 23. juni 2023 kl.11:52 ved Ørestad st., hvor der befinder sig en Rejsekortautomat, uden at tanke op, og han fik ved check ud kl. 12:49 meddelelse om lav saldo, idet denne nu var kommet ned på 5,30 kr.

Klageren var vidende om, at han kun kunne tanke penge op på sit Rejsekort via en Rejsekortautomat, fordi han endnu ikke havde fundet ud af at bruge selvbetjeningen på Rejsekort.dk, og endnu ikke havde fået MitId, og derfor ikke kunne oprette en tank-op-aftale.

På den baggrund er det ankenævnets opfattelse, at klageren burde have tanket sit Rejsekort op i en Rejsekortautomat ved først givne lejlighed, hvilket var inden rejsen om formiddagen den 23. juni 2023 fra Ørestad st.

Hertil kommer at klageren havde DOT-appen installeret på sin telefon, og i situationen, hvor han ikke kunne check ind grundet for lav saldo og ikke kunne købe billet hos chaufføren, burde han have købt en mobilbillet, og han kunne have spurgt chaufføren, om DOT-appen kunne benyttes i busser. Ankenævnet bemærker, at kunden ved installation og brug af DOT-appen godkender "Terms and Conditions", hvor der under afsnittet Control står anført, at man skal vise billetten for buschaufføren:



Som følge af det anførte blev kontrolafgiften pålagt med rette, og ankenævnet finder, at der ikke har foreligget sådanne særlige omstændigheder, at kontrolafgiften skal frafaldes, selv om klageren efter det oplyste befandt sig i en stressende situation.

Ankenævnet har intet grundlag for at statuere, at kontrolløren gik ud over sine beføjelser, og kontrollørernes device er koblet op til CPR-registret, som indeholder oplysninger om alle personer med dansk cpr-nummer.

Hertil kommer, at det følger af lov om trafikkselskaber § 29, at en passager, der skal have pålagt en kontrolafgift, har pligt til at oplyse navn og fødselsdato til brug for identifikationen.

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

## **PARTERNES ARGUMENTER OVER FOR ANKENÆVNET:**

### **Klageren anfører følgende:**

"I received an inspection fee on 23 June 2023 for DKK1000 for travelling without a ticket. When I checked in with Rejsekort the balance was too low. I offered to pay the driver but that bus only takes cash payments. However, the ticket inspector was able to provide a way of paying electronically. I am new to Copenhagen and have been told it is a cashless city, so was surprised the only option for paying on the bus was in cash.

Because I was new to Denmark at the time and trying to understand the systems in a stressful situation, I felt the penalty was too harsh.

The journey from Herlev Hospital

I had just taken my son to the Herlev and Gentofte hospital for the first time and we had been there several hours. It was a stressful experience and also the first time finding my way there.

To return home I took the 5C Bus from outside the hospital.

When I checked in with Rejsekort the balance was too low. I offered to pay the driver but that bus only takes cash payments.

I did not have cash on me. I cannot understand the Rejsekort apps so I was unable to top up the card on my phone either.

The driver then told me to go and sit down. I think he saw it was a complicated situation and did not expect me to get off the bus and find cash in the hospital and then return to the bus stop.

Midway through the journey ticket inspectors came on board. Your inspector did not accept my reason for not having a valid ticket and would not accept a payment for the journey either. He issued me a penalty.

I was disappointed with this as it is unfair that he has the point of sale technology to pay a fine with a QR code but not the ability to accept electronic payment for a ticket.

Furthermore, I have been told Copenhagen is a cashless city and everywhere takes cards.

So please note:

- I was not trying to cheat the transport company in any way,
- it was all very new to me and
- the company did not have a way of accepting the common forms of payment I had

Difficulties understanding the systems as a Copenhagen newcomer

I am fairly new to Copenhagen. It has taken several weeks to set up things like Rejskort, Mitid, danish phone and bank accounts.

Also, all the Rejsekort apps are in Danish and I'm unable to understand how they work yet.

It was also unclear to me at the time that the DOT app can be used for buses. It would have been helpful if one of your representatives had suggested this too.

Please refund me the inspection fee

I would be most grateful if you could show some understanding in this matter and refund the inspection fee.

You can see from my Rejsekort activity that I do top up regularly and I now that I have my citizen tools in place (MitID etc) I have been able to associate my bank card with the Rejsekort for automatic top up."

### **Indklagede anfører følgende:**

"Based on the joint national travel regulations and the inspector's remark made during inspection Movia maintains the inspection fee.

### **Background**

A valid ticket is a customer'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 and to be able to present it at the inspector's request.

Tickets via app or SMS, including mobile commuter cards, must be received on the telephone before boarding and a Rejsekort must be checked in correctly in connection with boarding the bus.

A customer who does not show a valid ticket upon the ticket inspectors must pay a control fee according to the joint national travel regulations.

#### ***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.*



### 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.

These basic rules are a prerequisite for the self-service system applicable to journeys by public transport.

The obligation to pay a control fee is therefore not subject to the condition that the passenger has deliberately attempted to evade payment. A customer must have a valid ticket from the start of the journey and be able to show it on request. Therefore, if a valid ticket cannot be presented at the request of an inspector, an inspection fee must be paid.

It is an area with clear and obvious possibilities to circumvent the rules concerning passengers' obligation to be in possession of a valid travel ticket from the beginning of the journey if it is accepted that a passenger can travel without a valid ticket.

#### Inspection fee

The ticket inspectors enter the bus at bus stop Hulgårds Plads.

Complainant is already sitting in the bus. At the subsequent ticket inspection, complainant does not present a valid ticket.

|            |  |
|------------|--|
| Bemærkning | Navn efternavn adresse fødselsdag bopælsamling og tilflytningsdato.<br>Kunden sad allerede i bussen da vi stiger på. Bopælsamling bekræftet i Rejsekortet. Kunden siger han ikke kunne tanke op rejsekort appen. |
|------------|--|

Our ticket inspectors consider various circumstances during ticket inspection. For example, luggage, strollers, comments from the driver, etc.

In this specific incident, the inspectors do not consider that complainant has taken the necessary steps to be in possession of a valid travel document and issue a ticket inspection in accordance with the applicable travel regulations.

#### Comments and decision

The bus departs Herlev hospital at 14:53:22. Complainant has been in the bus for more than 10 bus stops and 25 minutes without a valid ticket.

| Linie | Tur | Fra                      | Til                | Stop  | StopNavn                 | PlanAfg | Forv.Ank | Forv.Afg | Fakt.Ank | Fakt.Afg | Opdateret | Status  | Bus  | CS | Forsinkelse | Ophold |
|-------|-----|--------------------------|--------------------|-------|--------------------------|---------|----------|----------|----------|----------|-----------|---------|------|----|-------------|--------|
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| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2008  | Veksøvej                 | 15:05   | 15:11:30 | 15:12:02 | 15:12:04 | 15:12:21 | 15:12:29  | Realtid | 1603 | 1  | 441         | 17     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2009  | Astrupvej                | 15:06   | 15:13:13 | 15:13:54 | 15:14:03 | 15:14:03 | 15:14:05  | Realtid | 1603 | 1  | 483         | 0      |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2010  | Brønshøj Torv            | 15:07   | 15:15:04 | 15:14:49 | 15:15:17 | 15:15:20 | 15:15:29  | Realtid | 1603 | 1  | 500         | 3      |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2012  | Hyrdevangen              | 15:09   | 15:16:18 | 15:17:09 | 15:17:12 | 15:17:31 | 15:17:38  | Realtid | 1603 | 1  | 511         | 19     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2149  | Bellahej                 | 15:11   | 15:18:42 | 15:18:52 | 15:18:29 | 15:19:07 | 15:19:11  | Realtid | 1603 | 1  | 487         | 38     |
| 5C    | 76  | Herlev Hospital, Sløjfen | Sundbyvester Plads | 2150  | Hulgårds Plads           | 15:12   | 15:19:50 | 15:20:02 | 15:20:16 | 15:20:41 | 15:20:43  | Realtid | 1603 | 1  | 521         | 25     |

Prior to your travel, you can always visit [www.journeyplanner.dk](http://www.journeyplanner.dk), contact DOT Customer Service and Rejsekort Customer Service beforehand or read the information provided at the bus stop:



**Hvornår kommer bussen?**

Få besked på din mobiltelefon om, hvornår næste bus kører. Send en SMS til 1250 og få en SMS med bussens næste afgangstider. SMS "S 3835" til 1250.

Se hvornår bussen kommer til stoppestedet på [dinoffentligetransport.dk/stoppested](http://dinoffentligetransport.dk/stoppested) eller få besked om ændringer i Rejseplanens app.

**Find den rigtige billet for dig**

I DOTs app kan du købe en mobilbillet. Du kan også købe din billet på SMS. Send en SMS til 1415 med startzone, antal zoner og billettype (f.eks. '1 2 v' for en 2-zoner voksenbillet fra zone 1). Se startzonen for dit stoppested øverst på tavlen. På [dinoffentligetransport.dk](http://dinoffentligetransport.dk) finder du et kort, hvor du kan se hvor mange zoner, du skal købe billet til. Her kan du også tjekke hvilken billettype, der passer bedst til din rejse. Du skal købe og modtage din billet, inden du stiger på bussen.

**Er bussen mere end 20 minutter forsinket?**

Få refunderet dine udgifter til en taxa. Under 'Rejsegaranti' på [dinoffentligetransport.dk](http://dinoffentligetransport.dk) kan du læse mere.

**DOT Kundeservice 70 15 70 00**

**When will the bus arrive?**

Send a text message to 1250 and receive a text message with the next departures from your stop. Text "S 3835" to 1250. This service is only possible if your mobile phone provider is Danish.

You can view the timetable on [dinoffentligetransport.dk/stoppested](http://dinoffentligetransport.dk/stoppested). If you wish to plan or follow your journey, you can use the Rejseplanen app.

**Find and purchase the right ticket**

You can purchase mobile tickets using DOT's app. You can also purchase mobile tickets by text message and pay via your mobile phone bill.

Send a text to 1415 with your start zone, number of zones and type of ticket (e.g. '1 2 v' for a 2 zone adult ticket from zone 1).

On [dinoffentligetransport.dk](http://dinoffentligetransport.dk) you can find a map, where you can view the number of zones required for your journey. This service is only possible if your mobile phone provider is Danish. Find out more about tickets on [dinoffentligetransport.dk](http://dinoffentligetransport.dk). Make sure you have received your ticket before boarding the bus.

**Is your bus more than 20 minutes late?**

Then you are entitled to a refund of your taxi fare. Find out more on [dinoffentligetransport.dk](http://dinoffentligetransport.dk) under 'Rejsegaranti'.

**DOT customer service +45 70 15 70 00**

Du betaler almindelig datatakt ved download af app'en. Mobilbillet App er gratis. SMS koster atm. SMS taktst.



When the balance became too low the card reader emitted a warning and the text "Low Balance" appeared in the display. Complainant had therefore been made aware of the missing balance.

We can see that complainant is a registered user of DOT app and has purchased ticket on previous occasions. A ticket is also purchased shortly after the inspection was issued.

|              |                              |                          |             |        |                        |
|--------------|------------------------------|--------------------------|-------------|--------|------------------------|
| ● Gennemført | Billet oprettet              | Zonebillet (2 zoner)     | Se detaljer | Kunden | 23 Jun 2023 - 15:41:51 |
| ● Gennemført | Billet oprettet              | City Pass Small 24 timer | Se detaljer | Kunden | 18 Jun 2023 - 11:23:48 |
| ● Gennemført | Billet oprettet              | City Pass Small 24 timer | Se detaljer | Kunden | 16 Jun 2023 - 15:34:54 |
| ● Gennemført | Billet oprettet              | City Pass Small 24 timer | Se detaljer | Kunden | 11 Jun 2023 - 13:14:13 |
| ● Bestilt    | Billet oprettet              | City Pass Small 24 timer | Se detaljer | Kunden | 11 Jun 2023 - 12:37:21 |
| ● Gennemført | Kunde skiftede telefonnummer |                          |             | Kunden | 06 Jun 2023 - 08:04:44 |
| ● Gennemført | Billet oprettet              | Zonebillet (2 zoner)     | Se detaljer | Kunden | 09 Maj 2023 - 21:28:26 |
| ● Gennemført | Kunde oprettet               |                          |             | Kunden | 09 Maj 2023 - 21:25:59 |

|              |                 |                      |             |        |                        |
|--------------|-----------------|----------------------|-------------|--------|------------------------|
| ● Gennemført | Billet oprettet | Zonebillet (2 zoner) | Se detaljer | Kunden | 23 Jun 2023 - 15:41:51 |
|--------------|-----------------|----------------------|-------------|--------|------------------------|

### Billet information

|   |  |
|---|--|
| <b>BILLETTYPE:</b><br>Zonebillet                    | <b>PASSAGERTYPE:</b><br>Voksen               |
| <b>STAMKORTNUMMER:</b><br>IKKE OPLYST               | <b>STARTZONE:</b><br>1001                    |
| <b>BILLETNUMMER:</b><br>1710925719V1                | <b>SLUTZONE:</b><br>IKKE OPLYST              |
| <b>VARENUMMER:</b><br>30                            | <b>ANTAL GYLDIGE ZONER:</b><br>3             |
| <b>BILLETSTATUS:</b><br>Udløbet                     | <b>GYLDIGE ZONER:</b><br>1001, 1002, 1003    |
| <b>BILLET GYLDIG FRA:</b><br>23 Jun 2023 - 15:42:16 | <b>SØGEMETODE FRA:</b><br>IKKE OPLYST        |
| <b>BILLET GYLDIG TIL:</b><br>23 Jun 2023 - 16:57:16 | <b>SØGEMETODE TIL:</b><br>Hurtigkøb: 2 zoner |
| <b>PRIS:</b><br>24,00 kr.                           |  |

### Billethistorik

| Status       | Handling                     | Tidspunkt              |
|--------------|------------------------------|------------------------|
| ● Gennemført | Ordre modtaget               | 23 Jun 2023 - 15:41:50 |
| ● Gennemført | Betaling gennemført          | 23 Jun 2023 - 15:42:16 |
| ● Gennemført | Billet åbnet                 | 23 Jun 2023 - 15:42:22 |
| ● Gennemført | Download af billet bekræftet | 23 Jun 2023 - 15:42:22 |

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 ticket is due to a mistake, attempt at deliberate cheating, oversight, or other things.

Complainant made no effort to purchase a ticket and the responsibility for the missing ticket must therefore belong to complainant himself."

### Hertil har klageren gjort gældende:

" I'm disappointed that some elements of my argument have been ignored and some statements MOVIA makes are false.

For me, this whole episode is about trust and respect. It is very unsettling that you would treat customers and especially newcomers this way. Your inspector had so much personal data available to him and he used absolutely no discretion at all. I am disappointed that this review team is not using discretion either, and for what - DKK 24?

### Context of the Incident:

It is important you keep in mind the context that this happened. I was dealing with a stressful situation. As a newcomer to Copenhagen, I had to take my child to the hospital for a stressful invasive procedure. Eager to return home, we hurriedly navigated through roadworks to catch the bus. At this point I am still learning how your system works and still setting up my own administration - my not even my MITID was working properly at that time as I did not yet have a Danish phone.

**MOVIA: "Complainant made no effort to purchase a ticket"**

The statement is completely false and offensive. My whole argument is that MOVIA made it too hard to buy one.

- Cash only with bus driver (the only place in Copenhagen that is cash only?)
- No option to pay inspector (despite his point of sale device)
- Where was the Rejsekort top up machine in the Herlev Hospital?
- No suggestion by staff to use DOT app

When I attempted to purchase a ticket using a card, the driver indicated that he couldn't process it but gestured for us to board anyway. I naturally assumed any fare discrepancy would be addressed by a conductor if one were to inspect the bus.

**MOVIA: Our ticket inspectors consider various circumstances**

The inspector immediately issued a ticket, did not speak to the driver and just told me to write a letter, which has taken months and more money to process. While he possessed a device capable of accessing a wealth of data about me, he didn't bother to assess my recent history with MOVIA. He used no discretion, and showed me zero trust for what was an honest mistake for which I had made several attempts to fix.

**MOVIA: did not use the DOT app**

Again, you have so much access to my data and you use it for this rather than making a fair judgment.

The reality is I did not think of it at the time - as mentioned: stressed and new to the system. It is also worth pointing out that none of your representatives thought of that either.

You can see if it is an honest mistake based on the the enormous amount of data you have:

- How long has person been in country.?
- Was person on the hospital bus line as they claim?
- How much has a person spent over the time, how likely is it they are trying to cheat the company out of 24DKK?

**My Grievances:**

1. **Questioning of Integrity:** Your representatives have indirectly questioned my honesty over a mere DKK 24. Given the data you possess about my travel habits and the fact that I've since automated my Rejsekort renewals, this seems unwarranted.

2. **Administrative Hurdles:** The lengthy and bureaucratic process of lodging a complaint and the subsequent cost of DK160 I had to bear added insult to injury. It is a cynical use of bureaucracy.

3. **Limited Payment Options:** Despite possessing a point-of-sale device, the inspector couldn't process a payment. Further, there was no suggestion from your staff to utilize the DOT app.

4. **Lack of Trust and Goodwill:** Throughout this ordeal, you have been quick to use **punishment** without due consideration of my circumstances. In my experience abroad, public transportation

systems offer more flexible payment options and incentives for swift penalty payments. I would have paid a reduced DKK250 with no complaints or any of this sense of disrespect or injustice.

### **My Request:**

Given the circumstances, I ask for empathy and understanding. I propose that my penalty be added to my Rejsekort balance, which would funnel the funds back into your system. Everybody wins.

### **Recommendations for Future Encounters:**

1. Equip and train staff to suggest alternative payment methods, such as the DOT app.
2. Introduce incentives for reductions on prompt penalty payments or offer first-time offenses. DKK1000 for a DKK24 offense is abusive.
3. Empower inspectors to use discretion, considering a passenger's recent history and circumstances before levying a fine.
4. If DOT and Rejsekort are somehow connected, please make Rejsekort manageable by the DOT app. It is a superior app. The Rejsekort apps are confusing, hard to use and only in Danish. Also, there seem to be several of them. How can a newcomer possibly use them in a situation like this?

I hope that MOVIA will consider these events and my recommendations seriously. It would go a long way in restoring my faith in a system that I believed, until now, was based on trust and fairness.

I feel it necessary to bring to your attention that in previous dealings with consumer rights protection, I have written personally to Jeff Bezos ([amazon.com](https://www.amazon.com)) and Richard Branson (Virgin) and received responses and with satisfactory resolution. With that in mind I do believe that Movia and your department can do a better job of handling these issues.

This was one of my first experiences in Copenhagen and it is not how I believe the city or Danish citizens see themselves.”

### **Hertil har Movia svaret med rødt:**

- *Cash only with bus driver (the only place in Copenhagen that is cash only?)*

*The driver only accepts cash which has always been the case.*

- *No option to pay inspector (despite his point of sale device)*

*The ticket inspector does not sell tickets and his apparatus is for inspection and is not a point-of-sale device. It is an area with a high risk of avoiding the obligation for payment of the journey if it is accepted that a passenger does not need to present a valid ticket upon request but can await the ticket inspector's arrival/enquiry.*

- *Where was the Rejsekort top up machine in the Herlev Hospital?*

*It is the passenger's own responsibility to make sure that the balance is sufficient to commence a journey. Movia recommends a top up agreement. It is possible to find sales points where it is possible to top up any type of Rejsekort on [www.rejsekort.dk](https://www.rejsekort.dk) or call Rejsekort Customer Service on telephone 70 11 33 33 for*

assistance. The bus passes a kiosk where it is possible to top up Rejsekort according to [www.rejsekort.dk](http://www.rejsekort.dk):

### Brønshøj, Tips & Lotto kiosk

Frederikssundsvej 306  
2700 Brønshøj

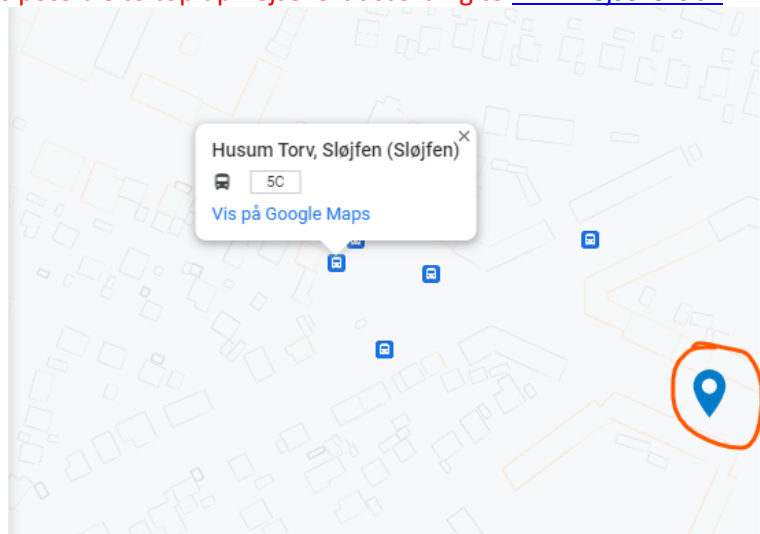
#### Opening hours

Monday - Friday 07.00 - 20.00  
Saturday 08.00 - 20.00  
Sunday 09.00 - 18.00

#### Services

- Buy a Rejsekort Anonymous
- Renew and refund Commuter Pass
- Renewal of periods on a Cummuter Pass and Rejsekort with Commuter area
- Change customer type and service level
- Top up any type of Rejsekort

- *No suggestion by staff to use DOT app*



It is unfortunate that complainant forgot about the app: *“The reality is I did not think of it at the time”*

However, it is the passenger’s own responsibility to be in possession of a valid ticket. Complainant is a registered user of the DOT Tickets app and information regarding tickets is also provided at the bus stop. The responsibility for the missing ticket must therefore belong to complainant.

Complainant has been in the bus for more than 25 minutes without a valid ticket. When a valid ticket cannot be presented upon request, it must be expected to pay an inspection fee. This basic rule is a prerequisite for the self-service transport system.

We do not find complainant has complied with his duty to ensure a valid ticket from the beginning of the journey and maintain the inspection fee.”

På ankenævnets vegne

Lone Bach Nielsen  
Nævnetsformand