

AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

Journalnummer:	2022-0066
Klageren:	XX 2300 København S
Indklagede:	Movia
CVR-nummer:	29 89 65 69
Klagen vedrører:	Kontrolafgift på 750 kr. grundet manglende zone på mobilbillet
Parternes krav:	Klageren ønsker, at ankenævnet annullerer kontrolafgiften, og gør gældende, at han aldrig før har fået en kontrolafgift, at han ikke forsøgte at snyde, men begik en fejl på grund af travlhed, at kontrolløren sagde, at han kunne skrive til Movia og få afgiften annulleret, samt at han bliver forskelsbehandlet af Movia, fordi han er udlænding Indklagede fastholder kontrolafgiften og afviser, at klageren er blevet forskelsbehandlet
Ankenævnets sammensætning:	Nævnensformand, landsdommer Tine Vuust Gry Middtun Torben Steenberg Helle Berg Johansen Anna Langskov Lorentzen

Ankenævnet for Bus, Tog og Metro har på sit møde den 12. september 2022 truffet følgende

AFGØRELSE:

Movia er berettiget til at opretholde kravet om betaling af kontrolafgiften på 750 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.

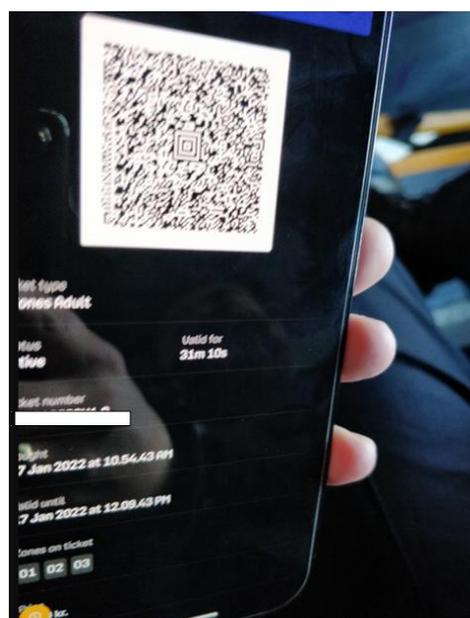
SAGENS OMSTÆNDIGHEDER:

Klageren, som er engelsktalende og har været bosat i Danmark i 12 år, rejste den 17. januar 2022 med Movias buslinje 1A fra stoppestedet Rosenørns Allé i zone 01 til Hvidovre Hospital i zone 33, hvor han skulle til en helbredsundersøgelse.

Uddrag af ruteplan for linje 1A:

Rute	Zone	Stoppesteder
H.C. Ørsted's Vej	1	Aboulevard Rosenørns Allé Thorvaldsensvej Kastanievej
Alhambravej Kingsgade Enghavevej		Gammel Kongevej Frederiksberg Allé Vesterbrogade Tove Ditlevsens Plads Enghave Plads St.
Vigerslev Allé		Sønder Boulevard Carlsberg St. Sjælør Boulevard
Gammel Køge Landevej	2	Toftegårds Plads Kirsten Walthers Vej Carl Jacobsens Vej Ny Ellebjerg St., Grønttorvet
Folehaven		Gl.Køge Landevej Retortvej Hestehaven Danhaven
Vigerslevvej Vigerslev Allé		Folehaven Vigerslevvej Hvidovregade
Hvidovrevej Kettegård Allé		Rosenhøj Arnold Nielsens Boulevard Hvidovre Hospital, Sløjfen Hvidovre Hospital
Avedøre Havnevej Brostykkevej	33	Oppegårdsvej Hvidovre Hospital, Kollegiet Avedøre Havnevej Bredholtvej

I DOT-appen købte klageren en 2-zoners mobilbillet fra zone 01, som efter ringzoneprincippet var gyldig til zonerne 01, 02 og 03:



Ved stoppestedet Vigerslevvej, som er det sidste stoppested i zone 2, inden bussen kører ind i zone 33, steg kontrollører ombord på bussen kl. 11:33:52:

Køretøjs nummer	1114
Stop nummer	7067
Stop	Vigerslevvej
Tur ID	
Påstigning	17-01-2022 11:33:52
Udstedt dato/tid	17-01-2022 11:38:43
Stået af	17-01-2022 11:39:24

Bussens GPS-data viser, at bussen afgik fra stoppestedet Vigerslevvej kl. 11:34:04, hvorefter den kørte ind i zone 33, og kl. 11:35:03 ankom den til stoppestedet Hvidovregade, som er det første stoppested i zone 33.

Linie	Tur	Fra	Til	Stop	StopNavn	PlanAfg	Forv.Ank	Forv.Afg	Fakt.Ank	Fakt.Afg	Opdateret	Status	Bus	CS	Forsinkelse	Ophold
1A	157	Hellerup St.	Avedøre St.	7089	Folehaven	11:31	11:32:25	11:32:31	11:32:30	11:32:41	11:32:42	Realtid	1114	1	101	11
1A	157	Hellerup St.	Avedøre St.	7067	Vigerslevvej	11:32	11:34:08	11:34:16	11:33:48	11:34:04	11:34:10	Realtid	1114	1	124	16
1A	157	Hellerup St.	Avedøre St.	7070	Hvidovregade	11:33	11:35:01	11:35:06	11:35:03	11:35:03	11:35:07	Realtid	1114	1	123	0
1A	157	Hellerup St.	Avedøre St.	2096	Rosenhøj	11:35	11:36:45	11:36:53	11:36:48	11:36:56	11:37:04	Realtid	1114	1	116	8
1A	157	Hellerup St.	Avedøre St.	425	Arnold Nielsens Boulevard	11:36	11:37:37	11:37:44	11:37:51	11:38:01	11:38:06	Realtid	1114	1	121	10
1A	157	Hellerup St.	Avedøre St.	426	Hvidovre Hospital	11:38	11:38:53	11:39:02	11:39:22	11:39:45	11:39:52	Realtid	1114	1	105	23
1A	157	Hellerup St.	Avedøre St.	428	Oppegårdsvej	11:38	11:39:56	11:40:01	11:40:28	11:40:35	11:40:42	Realtid	1114	1	155	7

Da klageren ved kontrol af hans rejsehjemmel ikke kunne forevise gyldig billet til zone 33, blev han kl. 11:38:43 pålagt en kontrolafgift på 750 kr. for manglende zone på mobilbilletten.

Klageren anmodede dagen efter Movia om at fratage kontrolafgiften og anførte:

"I was on my way to the hospital and running late for my appointment therefore when purchasing my ticket I wasn't paying much attention and accidentally pressed "2 Zoner" instead of " 3 Zoner" and wasn't aware of my mistake until the controller pointed it out. After which, I even purchased a 3 zone ticket to show that I wasn't trying to get a free ride. Also in the 12 years that I have lived and used public transport here, I have never gotten a fare evasion ticket, so it was an honest mistake. It would mean a lot to me if it was annulled."

Den 4. april 2022 fastholdt Movia kontrolafgiften og anførte med henvisning til selvbetjeningsprincippet, at det var klagerens eget ansvar at have gyldig rejsehjemmel til hele rejsen, og at han den pågældende dag ikke havde haft gyldig billet til den zone, som han rejste i.

ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Ankenævnet lægger til grund, at kontrollørerne steg på bussen ved det sidste stoppested i zone 02, og at bussen herefter kørte ind i zone 33, hvor klageren befandt sig i bussen og kontrolløren af hans rejsehjemmel fandt sted.

Da klageren ikke kunne forevise en gyldig billet til zone 33, blev kontrolafgiften dermed pålagt med rette.

Det kan ikke føre til et andet resultat, at klageren ikke tidligere er blevet pålagt en kontrolafgift, ligesom det heller ikke kan føre til et andet resultat, at det var en fejl begået i travlhed, at klageren købte en 2-zoners billet i stedet for den rette 3-zoners billet, idet det i henhold til de fælles landsdækkende rejseregler var klagerens eget ansvar at sørge for at købe en billet med det rette antal zoner til den rejse, som han ønskede at foretage. Ankenævnet kan endvidere ikke lægge til grund, at kontrolløren lovede klageren, at kontrolafgiften ville blive annulleret.

Efter ankenævnets opfattelse er der ikke anført forhold, som indikerer, at klageren er blevet forskelsbehandlet af Movia. Den endelige afgørelse heraf henhører imidlertid under Ligebehandlingsnævnet, hvortil klageren henvises, hvis han ønsker at gå videre med dette spørgsmål.

Ankenævnet bemærker afslutningsvis, at pligten til at betale kontrolafgift ikke er betinget af, om passageren bevidst har forsøgt at unddrage sig betaling for rejsen, og da dette er et område med mulighed for omgåelse af reglerne om at kunne forevise gyldig rejsehjemmel, er det ankenævnets opfattelse, at der ikke har foreligget sådanne særlige omstændigheder, at klageren skal fritages for kontrolafgiften.

RETSGRUNDLAG:

Ifølge lov om trafikkselskaber § 29 kan trafikkselskaberne fastsætte regler om kontrolafgift og ekspeditionsgebyrer til passagerer, der ikke på forlangende forevise gyldig rejsehjemmel (kort eller billet).

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 750 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.

PARTERNES ARGUMENTER OVER FOR ANKENÆVNET:

Klageren anfører følgende:

"I received a fare evasion ticket, while on my way to an appointment at the hospital. (I was missing 1 zone). This was an honest mistake, I even purchased a new ticket with the right amount of zones in good faith so I would not get a fare evasion ticket. However, the controller insisted on giving me one. She said that because it is my first time receiving a fare evasion ticket and she could see that it was a mistake I could just write to Movia and explain the situation and they will annul it. I have lived here for 12 and have never received a fare evasion ticket before, however Movia has made the decision against my favor. As an immigrant living in Denmark, this seems like a prejudice decision based on the fact that I am a foreigner, as I have some friends who are Danish and they got their fare evasion ticket annulled based on the fact that it was their first ticket or if it was an honest mistake, such as in my case. I really do not see other solid reasoning for Movia's decision other than xenophobic bias. Therefore, I wish their decision to be appealed."

Indklagede anfører følgende:

” Movia maintains the fare evasion ticket is rightly imposed and we do so based on the ticket shown during inspection and the joint national travel regulations.

Background

Mobile tickets can be purchased via an app or as an SMS. A mobile ticket can be used at all traffic companies when travelling in Zealand, Lolland, Falster and Møn. The ticket is valid from the time the ticket is received on the telephone which is shown on the ticket. The ticket must be purchased in the boarding zone and received on the telephone before boarding the means of transportation. A mobile ticket is only valid on the telephone to which it was purchased.

When purchasing the ticket, the customer must ensure that it corresponds to the desired. It is the customer's own responsibility to ensure that the mobile ticket are valid for the whole journey and the area to be traveled in.

The ticket inspectors enters the bus at bus stop Vigerslevvej at 11:33:52 on Jan 17 and commence a ticket inspection when the bus enters zone 033. When approached complainant shows a mobile ticket valid in zones 001, 002 and 003. Complainant cannot show a ticket valid in zone 033 and a fare evasion ticket is issued.



Comments

On Jan 18 Movia receives a complaint. Complainant claims to have made a mistake and asks for a cancellation of fare evasion ticket [nummer udeladt].

“I was on my way to the hospital and running late for my appointment therefore when purchasing my ticket I wasn't paying much attention and accidentally pressed "2 Zoner" instead of "3 Zoner" and wasn't aware of my mistake until the controller pointed it out....I have never gotten a fare evasion ticket, so it was an honest mistake. It would mean a lot to me if it was annulled.”

It is important to us to treat all customers alike. At the same time we always take into consideration, whether there may be special circumstances that apply in the specific case. In this particular case we have not found, that there have been no special circumstances to excuse complainant from presenting a valid ticket.

When a fare evasion ticket is issued, we have no reason to believe that this is anything but a regrettable mistake, but on the other hand, Movia has no way of assessing whether the missing valid ticket is due to a mistake, attempt at deliberate cheating, oversight or other things. Therefore, we do not relate to it. A fare evasion ticket is not conditional on whether the customer have deliberately tried to evade payment or whether there are errors or misunderstandings, but only if the customer can present a valid ticket in the control situation.

We can see that complainant did not make a to/from-search in the app but purchased a 2-zone ticket from zone 001

Ordre- og billetdetaljer

Se billetdetaljer samt kundeinformation på købstidspunktet. Refusion, gensendelse af kvittering samt annullering af den aktuelle billet er også muligt.

Ordreinformation | Billetinformation

Billet information

BILLETTYPE: Zonebillet	PASSAGERTYPE: Voksen
STAMKORTNUMMER: IKKE OPLYST	STARTZONE: 1001
BILLETNUMMER: [input field]	SLUTZONE: IKKE OPLYST
VARENUMMER: 20	ANTAL GYLDIGE ZONER: 3
BILLETSTATUS: Udløbet	GYLDIGE ZONER: 1001, 1002, 1003
BILLET GYLDIG FRA: 17 Jan 2022 - 10:54:43	SØGNING FRA: Min lokation (01)
BILLET GYLDIG TIL: 17 Jan 2022 - 12:09:43	SØGNING TIL: 2 zoner
PRIS: 24,00 kr.	

Billethistorik

Status	Handling	Tidspunkt
Gennemført	Ordre modtaget	17 Jan 2022 - 10:54:43
Gennemført	Betaling gennemført	17 Jan 2022 - 10:54:51
Gennemført	Billet åbnet	17 Jan 2022 - 10:54:55
Gennemført	Download af billet bekræftet	17 Jan 2022 - 10:54:56

When you travel in area, you are not familiar with, you can always ask the driver for guidance or check the information at the bus stop. The display in the bus also states in which zones the bus is travelling. The ticket inspectors always register, if a customer has asked the driver for guidance.

On this fare evasion ticket, the ticket inspector has chosen NO to this question and complainant did not ask the driver when boarding the bus if he had the correct ticket or not.

Complainant was already in the bus when inspection began. Movia does not believe that complainant in this case have taken the necessary steps to make sure that he is in possession of a valid travel ticket.

This is an area with a great opportunity to circumvent the rules of payment for a journey if it is accepted that it is not the customer's own responsibility to be in possession of a valid ticket for the entire journey."

Hertil har klageren bemærket:

"First and foremost, Movia's statement on how I received the fare evasion ticket is not entirely accurate. The inspector entered the bus and asked me for my ticket and I showed it to her, she then thanked me and moved on. 3-5 minutes later she comes back to me and asks for it again. I comply and show it to her. She then tells me that I am missing a zone and that she will issue a fare evasion ticket. This shows how easy it is to make a mistake regarding the zones. After she explained to me that I needed one more zone, I replied I'm sorry I didn't notice I only had 2 zones I can buy a new one right now with 3 zones. However, She claimed that she still has to issue a fare evasion ticket but I can contact Movia and explain to them what happened and if it's my first time getting a fare evasion ticket they will annul it. Therefore, I was issued a fare evasion ticket under false pretenses. I would also like to point out that I was never asked questions such as whether or not I asked the bus driver regarding my ticket.

Secondly, Movia's statement that it is important for them to treat all their customers equally is highly biased and inaccurate as I am most definitely not being treated the same way I would be had I been a Danish customer, which is what this appeal is about.

As stated by me before I accidentally pushed 2 zones instead of 3 zones because I was running late to my appointment at the hospital and did not want to miss the bus. In my opinion, this is a special circumstance, as I wasn't fully paying attention while purchasing a ticket. This should show that it was not a malicious attempt to get a free ride rather than an accident.

Thereafter, Movia's explanation of why and how a fare evasion ticket is issued is arguably irrelevant and it takes away from the focus of what this appeal is about, because I'm not arguing that I had a valid ticket, as I was made aware by the inspector that I am missing a zone, therefore, as stated before this is not what this appeal is about. It is about the reasoning of Movia's choice not to annul my fare evasion ticket given my situation.

Lastly, I'd like to point out how Movia at the beginning of it their statement have stated that when a fare evasion ticket is issued it is not Movia's assumption that it is anything but a regrettable mistake, However, later on in their statement, they have claimed that "this is an area with great opportunity to circumvent the rules of payment", which contradicts their previous statement. Therefore, leading to the conclusion that Movia in fact did assume that I was trying to circumvent the rules of payment, most likely based on the fact that I am an immigrant."

Hertil har indklagede bemærket:

" Ticket inspection can take place throughout the journey and a ticket inspector may ask to see a valid ticket at any time during the journey. A ticket may be valid at one point but if a customer does not leave the bus or purchase an additional ticket immediately when entering a new zone it may become invalid.

if a customer has consulted with the driver when boarding, it must be considered a natural reaction to mention this to the ticket inspector during inspection.

Movia treat all customers alike. A fare evasion ticket is issued, when a valid ticket cannot be presented at the ticket inspection. During case handling we take into consideration, whether there may be special circumstances that apply in the specific case.

if the complainant thinks otherwise, we refer to the police, as discrimination is illegal.

Complainant begins his journey at bus stop Rosenørns Allé:

WHERE DID YOU BOARD THE BUS?: Rosenørns Allé

The bus has scheduled departure from the bus stop at 11:09. We can see that the bus arrives at 11:08:54 and departs at 11:09:04.

The scheduled departure prior is 11:02. The bus arrives at 11:01:57 and departs at 11:02:19.

if complainant is late to his appointment, it is therefore due to the complainant's own circumstances and not Movias. Movia can therefore not be held accountable for the missing valid ticket. Inspection takes place more than 20 minutes after complainant got on the bus and complainant therefore had plenty of time to check the validity of the ticket.

11:02:

Linie	Tur	Fra	Til	Stop	StopNavn	PlanAfg	Forv.Ank	Forv.Afg	Fakt.Ank	Fakt.Afg	Opdateret	Status	Bus	CS	Forsinkelse	Ophold
1A	388	Hellerup St.	Hvidovre Hospital	1777	Hellerup St.	10:36	10:36:00	10:36:00	10:31:01	10:35:33	10:35:40	Realtid	1132	1	-27	272
1A	388	Hellerup St.	Hvidovre Hospital	1515	Callisensvej	10:38	10:38:07	10:38:16	10:37:35	10:38:08	10:38:10	Realtid	1132	1	8	33
1A	388	Hellerup St.	Hvidovre Hospital	1516	Tuborg Boulevard	10:39	10:38:49	10:39:03	10:39:06	10:39:19	10:39:33	Realtid	1132	1	19	13
1A	388	Hellerup St.	Hvidovre Hospital	1517	Gl. Vartov Vej	10:40	10:40:28	10:40:38	10:40:48	10:40:59	10:41:06	Realtid	1132	1	59	11
1A	388	Hellerup St.	Hvidovre Hospital	1518	Strandøre	10:41	10:41:22	10:41:29	10:41:47	10:41:58	10:42:08	Realtid	1132	1	58	11
1A	388	Hellerup St.	Hvidovre Hospital	1519	Strandvænget	10:43	10:42:38	10:42:39	10:42:53	10:42:53	10:42:57	Realtid	1132	1	-7	0
1A	388	Hellerup St.	Hvidovre Hospital	1520	Svanemøllen St.	10:44	10:43:22	10:43:48	10:43:25	10:43:42	10:43:53	Realtid	1132	1	-18	17
1A	388	Hellerup St.	Hvidovre Hospital	1521	Nygårdsvej	10:45	10:44:43	10:44:52	10:44:36	10:44:36	10:44:39	Realtid	1132	1	-24	0
1A	388	Hellerup St.	Hvidovre Hospital	1522	Poul Henningsens Plads St.	10:46	10:46:19	10:46:23	10:45:51	10:45:51	10:45:52	Realtid	1132	1	-9	0
1A	388	Hellerup St.	Hvidovre Hospital	1523	Århusgade	10:47	10:46:23	10:46:35	10:46:24	10:46:37	10:46:38	Realtid	1132	1	-23	13
1A	388	Hellerup St.	Hvidovre Hospital	1524	Gustav Adolfs Gade	10:48	10:47:45	10:47:53	10:47:39	10:47:49	10:47:56	Realtid	1132	1	-11	10
1A	388	Hellerup St.	Hvidovre Hospital	53499	Triangeln St.	10:50	10:49:37	10:50:01	10:49:37	10:49:58	10:50:07	Realtid	1132	1	-2	21
1A	388	Hellerup St.	Hvidovre Hospital	1572	Irmingsgade	10:51	10:50:43	10:50:48	10:50:44	10:51:04	10:51:08	Realtid	1132	1	4	20
1A	388	Hellerup St.	Hvidovre Hospital	1573	Rigshospitalet Hovedindgang	10:52	10:51:19	10:51:31	10:51:45	10:51:57	10:52:03	Realtid	1132	1	-3	12
1A	388	Hellerup St.	Hvidovre Hospital	1574	Rigshospitalet Syd	10:54	10:53:03	10:53:21	10:53:32	10:53:49	10:53:56	Realtid	1132	1	-11	17
1A	388	Hellerup St.	Hvidovre Hospital	1575	Skt. Hans Torv	10:55	10:54:40	10:54:26	10:54:44	10:55:06	10:55:18	Realtid	1132	1	6	22
1A	388	Hellerup St.	Hvidovre Hospital	45739	Elmegade	10:57	10:57:25	10:57:49	10:57:47	10:58:24	10:58:29	Realtid	1132	1	84	37
1A	388	Hellerup St.	Hvidovre Hospital	1577	Prins Jørgens Gade	10:59	10:59:36	10:59:44	10:59:12	10:59:12	10:59:14	Realtid	1132	1	12	0
1A	388	Hellerup St.	Hvidovre Hospital	1578	Rantzaugade	11:00	11:00:05	11:00:16	11:00:05	11:00:05	11:00:07	Realtid	1132	1	5	0
1A	388	Hellerup St.	Hvidovre Hospital	1579	Åboulevard	11:01	11:01:50	11:01:56	11:01:05	11:01:05	11:01:07	Realtid	1132	1	5	0
1A	388	Hellerup St.	Hvidovre Hospital	1580	Rosenørns Allé	11:02	11:02:07	11:02:22	11:01:57	11:02:19	11:02:28	Realtid	1132	1	19	22

11:09:

Linie	Tur	Fra	Til	Stop	StopNavn	PlanAfg	Forv.Ank	Forv.Afg	Fakt.Ank	Fakt.Afg	Opdateret	Status	Bus	CS	Forsinkelse	Ophold
1A	157	Hellerup St.	Avedøre St.	1777	Hellerup St.	10:43	10:43:00	10:43:00	10:38:12	10:43:04	10:43:09	Realtid	1114	1	4	292
1A	157	Hellerup St.	Avedøre St.	1515	Callisensvej	10:45	10:45:38	10:45:47	10:44:37	10:44:48	10:44:52	Realtid	1114	1	-12	11
1A	157	Hellerup St.	Avedøre St.	1516	Tuborg Boulevard	10:46	10:45:21	10:45:35	10:45:21	10:45:33	10:45:39	Realtid	1114	1	-27	12
1A	157	Hellerup St.	Avedøre St.	1517	Gl. Vartov Vej	10:47	10:47:01	10:47:10	10:46:41	10:46:49	10:46:54	Realtid	1114	1	-11	8
1A	157	Hellerup St.	Avedøre St.	1518	Strandøre	10:48	10:47:51	10:47:59	10:47:29	10:47:29	10:47:31	Realtid	1114	1	-31	0
1A	157	Hellerup St.	Avedøre St.	1519	Strandvænget	10:50	10:48:43	10:48:39	10:48:21	10:48:21	10:48:23	Realtid	1114	1	-99	0
1A	157	Hellerup St.	Avedøre St.	1520	Svanemøllen St.	10:51	10:49:22	10:49:36	10:49:08	10:49:44	10:49:45	Realtid	1114	1	-76	36
1A	157	Hellerup St.	Avedøre St.	1521	Nygårdsvej	10:52	10:51:13	10:51:56	10:51:58	10:51:58	10:51:59	Realtid	1114	1	-2	0
1A	157	Hellerup St.	Avedøre St.	1522	Poul Henningsens Plads St.	10:53	10:53:22	10:53:25	10:53:00	10:53:00	10:53:02	Realtid	1114	1	0	0
1A	157	Hellerup St.	Avedøre St.	1523	Århusgade	10:54	10:53:54	10:54:05	10:53:29	10:53:41	10:53:46	Realtid	1114	1	-19	12
1A	157	Hellerup St.	Avedøre St.	1524	Gustav Adolfs Gade	10:55	10:55:12	10:55:20	10:54:35	10:54:51	10:54:57	Realtid	1114	1	-9	16
1A	157	Hellerup St.	Avedøre St.	53499	Triangeln St.	10:57	10:56:57	10:57:21	10:56:36	10:56:36	10:56:38	Realtid	1114	1	-24	0
1A	157	Hellerup St.	Avedøre St.	1572	Irmingsgade	10:58	10:57:22	10:57:26	10:57:32	10:57:32	10:57:34	Realtid	1114	1	-28	0
1A	157	Hellerup St.	Avedøre St.	1573	Rigshospitalet Hovedindgang	10:59	10:58:00	10:58:11	10:58:07	10:58:18	10:58:24	Realtid	1114	1	-42	11
1A	157	Hellerup St.	Avedøre St.	1574	Rigshospitalet Syd	11:01	10:59:46	11:00:05	11:00:10	11:00:27	11:00:35	Realtid	1114	1	-33	17
1A	157	Hellerup St.	Avedøre St.	1575	Skt. Hans Torv	11:02	11:01:18	11:01:32	11:01:19	11:01:19	11:01:21	Realtid	1114	1	-41	0
1A	157	Hellerup St.	Avedøre St.	45739	Elmegade	11:04	11:03:45	11:03:41	11:03:12	11:03:44	11:03:48	Realtid	1114	1	-16	32
1A	157	Hellerup St.	Avedøre St.	1577	Prins Jørgens Gade	11:06	11:04:57	11:05:32	11:04:55	11:05:03	11:05:09	Realtid	1114	1	-57	8
1A	157	Hellerup St.	Avedøre St.	1578	Rantzaugade	11:07	11:05:56	11:06:07	11:05:58	11:06:09	11:06:20	Realtid	1114	1	-51	11
1A	157	Hellerup St.	Avedøre St.	1579	Åboulevard	11:08	11:07:41	11:07:47	11:08:01	11:08:10	11:08:18	Realtid	1114	1	10	9
1A	157	Hellerup St.	Avedøre St.	1580	Rosenørns Allé	11:09	11:08:51	11:09:05	11:08:54	11:09:04	11:09:15	Realtid	1114	1	4	10
1A	157	Hellerup St.	Avedøre St.	1581	Thorvaldsensvej	11:10	11:10:20	11:10:27	11:10:10	11:10:22	11:10:32	Realtid	1114	1	22	12
1A	157	Hellerup St.	Avedøre St.	1582	Kastanievej	11:11	11:10:35	11:10:38	11:11:08	11:11:31	11:11:37	Realtid	1114	1	31	23
1A	157	Hellerup St.	Avedøre St.	1583	Gammel Kongevej	11:12	11:11:50	11:11:50	11:12:10	11:12:10	11:12:12	Realtid	1114	1	10	0
1A	157	Hellerup St.	Avedøre St.	1584	Frederiksberg Allé	11:13	11:13:47	11:13:48	11:13:22	11:13:22	11:13:24	Realtid	1114	1	22	0
1A	157	Hellerup St.	Avedøre St.	1585	Vesterbrogade	11:14	11:14:30	11:14:37	11:14:03	11:14:17	11:14:20	Realtid	1114	1	17	14
1A	157	Hellerup St.	Avedøre St.	1586	Tove Ditlevsens Plads	11:15	11:14:57	11:15:51	11:14:51	11:15:51	11:15:58	Realtid	1114	1	51	60
1A	157	Hellerup St.	Avedøre St.	1587	Enghave Plads St.	11:16	11:16:17	11:16:44	11:16:43	11:17:16	11:17:28	Realtid	1114	1	76	33
1A	157	Hellerup St.	Avedøre St.	45728	Sønder Boulevard	11:18	11:18:23	11:18:35	11:18:43	11:18:43	11:18:46	Realtid	1114	1	43	0
1A	157	Hellerup St.	Avedøre St.	7057	Carlsberg St.	11:19	11:20:25	11:20:38	11:19:53	11:20:06	11:20:11	Realtid	1114	1	66	13
1A	157	Hellerup St.	Avedøre St.	7058	Sjælør Boulevard	11:22	11:21:52	11:22:02	11:21:45	11:21:56	11:22:02	Realtid	1114	1	-4	11
1A	157	Hellerup St.	Avedøre St.	1328	Toftegårds Plads	11:23	11:24:45	11:24:45	11:25:18	11:25:18	11:25:19	Realtid	1114	1	138	0
1A	157	Hellerup St.	Avedøre St.	1332	Kirsten Walthers Vej	11:24	11:26:06	11:26:14	11:25:55	11:26:03	11:26:11	Realtid	1114	1	123	8
1A	157	Hellerup St.	Avedøre St.	5454	Carl Jacobsens Vej	11:25	11:26:56	11:27:01	11:26:49	11:26:49	11:26:51	Realtid	1114	1	109	0
1A	157	Hellerup St.	Avedøre St.	5094	Ny Ellebjerg St., Grønttorvet	11:26	11:27:48	11:27:57	11:27:34	11:27:49	11:27:55	Realtid	1114	1	109	15
1A	157	Hellerup St.	Avedøre St.	7085	Gl. Køge Landevej	11:27	11:28:56	11:29:06	11:29:10	11:29:24	11:29:30	Realtid	1114	1	144	14
1A	157	Hellerup St.	Avedøre St.	7086	Retortvej	11:28	11:30:00	11:30:05	11:30:14	11:30:23	11:30:29	Realtid	1114	1	143	9
1A	157	Hellerup St.	Avedøre St.	7087	Hestehaven	11:29	11:30:39	11:30:46	11:30:51	11:31:00	11:31:05	Realtid	1114	1	120	9
1A	157	Hellerup St.	Avedøre St.	7088	Danhaven	11:30	11:31:18	11:31:22	11:31:48	11:31:48	11:31:49	Realtid	1114	1	108	0
1A	157	Hellerup St.	Avedøre St.	7089	Folehaven	11:31	11:32:25	11:32:31	11:32:30	11:32:41	11:32:42	Realtid	1114	1	101	11
1A	157	Hellerup St.	Avedøre St.	7067	Vigerslevvej	11:32	11:34:08	11:34:16	11:33:48	11:34:04	11:34:10	Realtid	1114	1	124	16

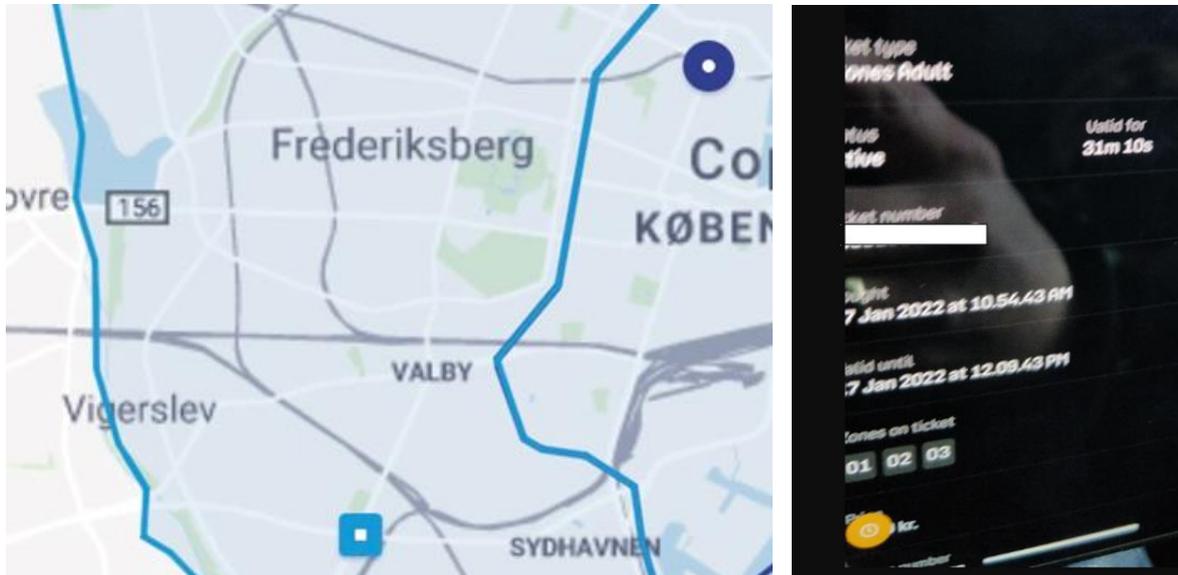
Movia can impossibly comment on presumptions and finds the complainants allegations unfounded.

The fare evasion ticket has been correctly issued - as complainant also confirms - and Movia finds no reason nor special circumstances for complainant not to pay the fare evasion ticket:

We must assume that an experienced customer (“Also in the 12 years that I have lived and used public transport here”) buys a ticket that is valid for the entire journey. Complainant purchased a two-zone ticket from his starting

point without consulting the driver or without a travel search in the app. The responsibility for the missing valid ticket must therefore depend on complainant's own circumstances.

It is clearly clearly visible (map and text) on the ticket in the app in which zones the ticket are valid:



The display in the bus states in which zone the bus is located in and is also possible to check the information at the bus stop or call customer service.”

På ankenævnets vegne



Tine Vuust
Nævnetsformand