



U.S. Department of Justice

Civil Rights Division

*Disability Rights Section – 4CON
950 Pennsylvania Ave, NW
Washington, DC 20530*

August 4, 2025

Via Electronic Mail

Mr. Kai Boysan
Chief Executive Officer
c/o Mr. James Bristow, Esq.
General Counsel
Flix North America Inc.
9773 Harry Hines Blvd.
Dallas, TX 75220

Re: Investigation of Flix North America Inc., FlixBus Inc., and Greyhound Lines, Inc.
under the Americans with Disabilities Act, DJ # 202-26S-274

Dear Mr. Bristow:

This letter is to notify you that the Department of Justice has opened an investigation of Flix North America Inc., FlixBus Inc. (FlixBus), and Greyhound Lines, Inc. (Greyhound) (collectively “Flix”), to determine compliance with Title III of the Americans with Disabilities Act (ADA), 42 U.S.C. §§ 12181–89, and the relevant implementation regulations, 28 C.F.R. Part 36 and 49 C.F.R. Parts 37 and 38. This investigation was started after the Department received complaints from members of the public who allege various ADA violations while attempting to use Flix’s bus services.

The ADA mandates that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of specified public transportation services provided by a private entity that is primarily engaged in the business of transporting people and whose operations affect commerce. 42 U.S.C. § 12184; 49 C.F.R. § 37.5. Numerous individuals with disabilities have filed complaints with the DOJ alleging that they were prevented from traveling and subjected to harm and harassment while traveling or attempting to travel by Flix buses.

The U.S. Department of Transportation (DOT)—which has authority to promulgate transportation-related regulatory provisions under the ADA—has detailed specific requirements covering transportation carriers including Flix. *See* 49 C.F.R. Parts 37 and 38. The complaints allege violations of these provisions—including the requirements to maintain lifts in operative condition, assist individuals with using lifts, permit service animals to accompany individuals with disabilities, and permit and assist passengers with disabilities to leave and return to the bus at rest stops.

Accordingly, I have authorized an investigation to determine whether Flix is engaged in discrimination as set forth above. We have not reached any conclusions about Flix’s compliance

with the ADA and the subject matter of this investigation. We will consider all relevant information, and we welcome your assistance in sharing and identifying relevant information. In order to facilitate our investigation, we request that you provide within one week the name, physical address, email address, and telephone number of the person to whom this office should direct future questions and correspondence. Please provide this information to David Gardner, a Trial Attorney in the Disability Rights Section, who can be reached at (202) 598-1628 or david.gardner@usdoj.gov.

Thank you for your cooperation.

Regards,



Harmeet K. Dhillon
Assistant Attorney General
Civil Rights Division