Passenger Transportation Board
MOVING FORWARD, TOGETHER

Taxi camera program is changing

September 11, 2025

The Passenger Transportation Board has decided to discontinue the taxi camera program. The decision is based on issues of camera supply, data accessibility, emerging technology, and affordability.

This decision follows a comprehensive review of the program over the last 18 months. As part of the review, Board staff have engaged key stakeholders, conducted extensive research and analysis, and considered the recommendations of the Special Committee on Passenger Directed Vehicles.

What does this decision mean for licensees?

This decision does not mean that the Board prohibits the use of cameras. The Board will simply no longer administer a mandatory taxi camera program for a selected group of taxis operating in certain geographical areas.

Licensees who choose to continue using cameras must ensure that their camera use meets the requirements of provincial privacy laws, including the Personal Information Protection Act.

Why did the Board make this decision?

The Board's decision to end the taxi camera program is based on several factors:

The camera models approved for use in the program are no longer being manufactured, and the remaining supply is very limited. There are no direct substitutes currently available on the market.

The sustainability of the program was based on manufacturers applying to the Board for approval of new models. The only applications the Board has received in recent years are for cameras that did not satisfy Board requirements, particularly relating to security and privacy.

Most new cameras do not use data-encryption software and hardware for storage of footage. They also have front/outward-facing capability. These features did not meet the requirements of the Board's taxi camera program.

There are problems with outdated, proprietary software associated with existing cameras that are currently in service, emerging technical challenges for access to footage by law enforcement, and limited camera installation services in the province.

The program requirements for taxi cameras do not align with emerging technology and the direction that manufacturers are moving. Most new cameras are less expensive and mounted on a dash, rearview mirror, or windshield. They are not hard-wired into the vehicle.

The Board recognizes concerns raised by industry that taxi camera requirements only applied to certain taxis operating in specific areas of the province, and the Special Committee's related concerns about equitable application of requirements to all passenger transportation vehicles.

Can I still use cameras in my vehicle?

Yes. Licensees and operators who choose to use cameras must comply with applicable privacy legislation (Personal Information Protection Act) and associated requirements. As the use of cameras in all passenger transportation vehicles shifts to a voluntary approach, the Board has developed guidance on privacy and security best practices in consultation with the Office of the Information and Privacy Commissioner for B.C. (OIPC) for those who wish to use cameras in their vehicles.

What happens next?

From September 11, 2025, the use of taxi cameras will be entirely voluntary. Licensees are responsible for ensuring that any existing or new cameras meet the above-noted privacy and security

requirements.

More information

Further information on the use of cameras in passenger-directed vehicles is available on the Board website. For inquiries about the winddown of the taxi camera program, please contact the Passenger Transportation Board at ptboard@gov.bc.ca. For more information about privacy and security requirements, please contact info@oipc.bc.ca.