

Taxi cameras

Cameras in taxis make passenger transportation safer for operators and passengers. The Passenger Transportation Board (Board) sets the rules for taxi camera use.

Taxi camera programs operate in Greater Vancouver, Greater Victoria, the Chilliwack and Abbotsford areas, Prince George and Williams Lake. Taxi companies outside of these areas can set up a local taxi camera program when Board requirements are met.

- [Taxi Camera Info for Passengers\(86 KB\)](#)
- [Taxi Camera Info for Drivers \(88 KB\)](#)
- [Taxi Camera Checklist for Taxi Companies \(92 KB\)](#)
- [Starting a Local Taxi Camera Program\(68 KB\)](#)

Taxi Camera Rule

The Passenger Transportation Board's (Board) taxi camera rule sets out taxi camera requirements that:

- Enable taxi operators to use taxi cameras for driver and passenger safety

- Establish privacy safeguards
- Establish standards and requirements that must be adhered to when taxi cameras are used

Rule

1. Basic Requirements - A licensee may only use taxi cameras in their vehicles when the licensee:
 - a. is participating in a Board-authorized taxi camera program as set out in [Licensees authorized to use taxi cameras in B.C.](#);
 - b. only uses taxi camera equipment authorized by the Board as set out in [Approved taxi camera equipment and functionality](#), or test equipment that meets Board pre-approval requirements and field-test procedures as set out in the [Taxi Camera Approval Guide\(523 KB\)](#) and documents identified in that guide; and
 - c. installs, uses, and maintains taxi cameras in compliance with Board taxi camera standards and operating requirements as set out in Operational requirements.
2. Starting a Voluntary Program - Taxi licensees may obtain authorization to start a voluntary taxi camera program when requirements have been met as set out in [Volunteer taxi camera program](#).

3. Cost Responsibility - Licensees are responsible for all costs arising from participation in a taxi camera program. This includes costs of purchase, installation, inspection, maintenance, and replacement or upgrade of taxi camera parts or systems.
4. Temporary Deferral of an Installation Requirement - Despite the terms and conditions of a licence:
 - a. a licensee may send a written request to the Board to temporarily defer a requirement to install a taxi camera in one or more vehicles that the licensee identifies; and
 - b. the Board may, when circumstances warrant:
 - i. approve a request from a licensee to temporarily defer a requirement to install a new or replacement taxi camera in one or more of its vehicles; and
 - ii. extend or shorten any prior approval of a request for a temporary deferral.
5. Removal of Cameras from Vehicles in a Fleet - Requirements to use taxi cameras continue for a licensee's fleet unless and until the Board gives a licensee written authorization to stop operating taxi cameras in its vehicles.

Definitions

“Company taxi camera representative” is the General Manager of the taxi company (or an alternate position or individual that the companies identifies to the Board) who is responsible for responding to public enquiries related to taxi cameras.

“Designated inspector” means a person qualified by the manufacturer and accepted by the Board to inspect the taxi camera system.

“Designated installer” means a person designated by the manufacturer and accepted by the Board as qualified to perform taxi camera system installations, maintenance and removals in accordance with manufacturer specifications.

“Taxi camera” means a device that is fixed to a taxi while recording still or video images inside a taxi.

Applicability

This rule applies to licensed taxi operators in British Columbia that have:

- metered rates and Board authorization to use a taxi meter, or
- non-metered rates and a licence that contains express authorization to use a top light or pick up hails and flags from the street and operates one or more vehicles that carry no more than 7 passengers.

Licensees authorized to use taxi cameras in BC

These taxi camera programs are authorized in B.C. This list also identifies the licensees that are required to maintain an authorized and working taxi camera in accordance with the B.C. Taxi Camera Rule.

Greater Vancouver Mandatory Taxi Camera Program

- All taxi licensees in Greater Vancouver (including Metro Vancouver)

Fraser Valley Mandatory Taxi Camera Program

- All taxi licensees in the Fraser Valley Regional District (excluding Hope)

Greater Victoria Mandatory Taxi Camera Program

- All taxi licensees in the Greater Victoria (including the Capital Regional District)

Williams Lake Voluntary Taxi Camera Program

- Town Taxi (1987) Ltd

Prince George Voluntary Taxi Camera Program

- Prince George Taxi Ltd. and all taxi licensees doing business as “Prince George Taxi Association”

Approved taxi camera equipment and functionality

Licensees authorized to use taxi cameras may only use taxi camera models, equipment and functionality as set out below.

Approved Taxi Cameras (New installations and transfers on April 1, 2015 or later)

- VerifEye G6 model “DN” or “DS” Dual Cam with:
 - 8GB memory card (minimum)

VerifEye equipment, parts and service may be available through Selectron Systems.

- Janus Cam Model V2HD with:
 - Firmware file janus_v2_a1_fw_20190513.arm
 - 64 GB memory card only
 - G-sensor sensitivity set to “low”
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- Radio Engineering Industries, Inc. (REI) Model SD-300 as follows:
 - configured for British Columbia
 - distributed by Great & Reliable Solution Ltd. (www.grsltd.ca)
 - 128 GB memory card only

Approved taxi cameras (equipment purchased prior to April 1, 2015)

The VerifEye “G4” and “G5” Dual Cam camera system is approved for use if:

- the system was purchased prior to April 1, 2015; a G6 camera head is being used instead of a G5 camera head (G5 systems only); and the memory card is at least 4GB

Operational requirements

1. Encryption Required

Taxi cameras may only be used when all digital files (including metadata files) recorded by the camera system are encrypted.

2. Images are Restricted

No person has authorization to view, print, reproduce, distribute, or use any image recorded by a taxi camera recording unit installed in a British Columbia taxi except police when the image is obtained for police investigative purposes or in accordance with a search warrant. The taxi camera manufacturer may, in the process of diagnosing or repairing a taxi camera system, view an image previously recorded in a B.C. taxi and may do so on the condition that full confidentiality of the images will be maintained.

No person other than local police may be provided with viewing software, security devices or codes that are needed for taxi camera images to be accessed or viewed.

3. Access is Restricted for Memory Cards and Hard Drives

No person has authorization to remove a flash memory card or hard drive from a taxi camera recording unit except:

a. police officer when the memory card or hard drive is obtained for police investigative purposes, or a designated installer on behalf of a police officer in accordance with police-established protocols for protecting the integrity of the evidence;

b. a person authorized by an Act, search warrant or Court order; or

c. a designated installer or the manufacturer of the taxi camera system who removes a memory card or hard drive for system maintenance or system diagnosis purposes.

Any person who does not have authorization to access a flash memory card or hard drive may not be provided with any security device or code that would enable access to or removal of the memory card or hard drive.

Any flash memory card or hard drive that will not be used any more in a taxi camera system must be destroyed.

4. Software is restricted

a. Only local police may receive image viewing software from the taxi camera manufacturer

b. Only a designated installer may obtain and use the system installation software that is supplied by the taxi camera manufacturer

c. Only a designated inspector may receive and use the system inspection software this is supplied by the taxi camera manufacturer

5. Taxi Camera Equipment Repairs by Designated Installer

Taxi camera installation, repair, programming, clock calibration, replacement, transfer, and removal must comply with Board taxi camera standards and requirements and may only be done by a designated installer.

6. Cameras Must Function

At all times, taxi cameras must be in good working order and operated without camera head obstruction or misalignment.

7. Deadline for Repairs

Malfunctioning taxi camera equipment must be repaired or replaced within 5 business days of when the malfunction was identified unless repairs are impossible before that time for reasons beyond the control of the licensee.

8. System Inspections

Licensees must have their taxi camera system, including the flash memory card or hard drive, inspected by a designated inspector:

a. a minimum of once each calendar year,

b. within 5 days of when a taxi's windshield is replaced or when the vehicle is in an accident that results in significant damage, and

c. as directed by the Board or Registrar of Passenger Transportation.

9. Licensee Documentation

Licensees must obtain from the designated installer or designated inspector and keep, for the life of the taxi camera system, a record of each taxi camera system installation, repair, transfer, and inspection. Records must include a unique vehicle number (e.g., registration number) for the vehicle that the taxi camera has been installed in. Taxi camera records must be made available to the Registrar upon request.

10. Decals

For public notice and deterrence purposes, four decals must be affixed to the rear side windows of the taxi when a taxi camera is installed: two must be visible from each exterior side of the taxi, and two must be visible on each side of the taxi interior. Decals must state, in a readable sans serif font: "You are on camera for driver and passenger safety" or "You are on camera for safety purposes." Taxi camera decals may only be affixed to a vehicle with a taxi camera.

11. Visual System Checks

Licensees must require their drivers:

- a. as part of each pre-trip inspection, to conduct a visual check of the taxi camera system to ensure that it is working properly, and
- b. to report any taxi camera problems or malfunctions to dispatch or management before the end of the shift.

12. Company Training and Duties

The licensee must ensure that company managers, dispatchers and drivers are kept aware of the following:

- a. Board taxi camera equipment standards and procedural requirements
- b. How to conduct a visual inspection of the taxi camera system (including the status light, camera head mount and position, infrared bulbs, wire placement and connections)

c. Taxi company procedures and protocols that include pre-trip inspections, reporting malfunctions, annual inspections, making repairs, reporting incidents to police, providing with police access to image recordings, and giving passengers information about taxi cameras

13. Removal of a Vehicle from a Fleet

When a vehicle with an installed taxi camera is no longer part of a fleet with a taxi camera program, the licensee must remove all taxi camera equipment and decals from the vehicle.

Volunteer taxi camera programs

The following requirements apply to taxi licensees that voluntarily seek to start, join or leave a taxi camera program. A licensee may only install taxi camera equipment after receiving written authorization from the Board.

1. Start-Up Request & Declaration of Compliance

A [start-up form with a Declaration of Compliance\(139 KB\)](#) must be completed and signed by each licensee who will participate in a taxi camera program.

2. Advance Consultation and Notification

The licensee or licensees must consult with police and provide notice to the public and effected local governments. To demonstrate that these requirements have been met, the following documents must be attached to the Declaration of Compliance:

- a. A copy of the letter sent to the Administrator of each affected local government. This letter must indicate that the company will operate the taxi camera program in compliance with Board taxi camera equipment standards and procedural requirements. Local governments must be informed that Board documents are posted on the taxi camera page of the Board's website.
 - b. A copy of a newspaper notice (minimum size: 4" wide by 2" high) that was published in the local newspaper with the largest circulation within the company's originating area. Newspaper notices must include the following information:
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Public Notice

[insert name of licensee & trade name]

Taxi cameras are being installed in taxi to prevent crimes against taxi drivers and enhance the safety of travel in taxi. When a crime against a taxi driver or passenger occurs, taxi camera images can assist police in their investigation. To protect the privacy of passengers and drivers, only police have authorization and the tools to get and view images recorded by a taxi camera. Taxi cameras will be installed and operated in compliance with equipment standards and procedural requirements set by the Passenger Transportation Board. Get more info at www.ptboard.bc.ca/taxi-cameras.

3. Confirmation of Police Role

A letter from the head of the local police agency must be provided to confirm that police agree to be the sole agency to receive, view and use images of the taxi interior, and that the agency is satisfied that planned equipment and procedures will be satisfactory for police investigative requirements. It is suggested that the letter also note that the taxi company and police agency have discussed procedures and cost responsibilities relating to police retrieval of flash memory cards or hard drives.

4. Local Taxi Camera Programs That Include More Than One Licensee

If a group of licensees start a common taxi camera program within an area (i.e., using the same equipment, same network of installers, same network of inspectors, and so on), the group may submit one set of documents on behalf of all participating licensees. However, each licensee must submit a Declaration of Compliance.

5. Termination of Participation in a Taxi Camera Program

To cease participation in a voluntary taxi camera program, each licensee must provide written notice to the Board.

6. Submitting Materials to the Board

Send all required material to the Board at:

Passenger Transportation Board
PO Box 9857 STN PROV GOVT
Victoria, BC V8W 9T5

Telephone: 250-953-3777

Email: ptboard@gov.bc.ca

The Registrar of Passenger Transportation, will be notified of taxi camera program changes and may be provided with copies of materials that licensees submit to the Board.

Starting a local taxi camera program

For more information on starting a local taxi camera program review:

- [Starting a Local Taxi Camera Program\(68 KB\)](#)
- [Taxi Camera Approval Guide\(523 KB\)](#)

Forms

- [PT Board Form 18: Taxi camera field test plan\(206 KB\)](#)
- [PT Board Form 19: Taxi camera approval request\(186 KB\)](#)
- PT Board Form 21: Taxi camera specifications worksheet (Available by request from ptboard@gov.bc.ca)
- PT Board Form 23: [Request for temporary deferral \(taxi cameras\)\(172 KB\)](#)

Related topics:

[Passenger Transportation Act - Section 28 \(3\)\(a\)](#)