

January 13, 2026

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Delivered by email: CITZ.Minister@gov.bc.ca

Honourable Diana Gibson
Minister of Citizens' Services
Government of British Columbia

Re: Investigation of City of Richmond's Public Safety Camera System

Dear Minister Gibson,

My office has completed an investigation of City of Richmond's Public Safety Camera System, and I would like to bring the report and one of its recommendations to your attention.

The City installed multiple ultra-high-definition video cameras at one intersection to pilot a program that, once fully implemented at several locations within Richmond, would collect high resolution video footage of individuals, licence plates, and vehicle identification features. The purpose of the program is for the City to collect and disclose the video footage to the RCMP to assist it in identifying criminal suspects.

The investigation concluded that the City is not authorized to collect personal information through the camera system, and I ordered the City to stop the collection, delete recordings, and disable the equipment. In the report, I also recommend that **the BC Government regulate, through legislative amendment, technologies that capture biometric information.**

My office made a similar recommendation in 2023 in a report on our investigation of [Canadian Tire Associate Dealers' use of facial recognition technology](#). My office regularly encounters example of private sector organizations and public bodies seeking to employ technologies that capture biometric information, however there is a lack of guardrails in BC to guide such innovation while protecting individual rights.

The lack of regulation partnered with the ease and availability of advanced technologies has created an untenable situation in BC where private organizations and public bodies are employing highly invasive tools without the necessary control and oversight. It is incumbent upon Government to develop regulatory tools that address this issue.

The investigation report on the City of Richmond is embargoed until my office publishes it, which we intend to do tomorrow. In the meantime, I ask that this embargoed copy be shared only with select individuals you require to review it.

Please note that we also intend to publish a copy of this letter concurrent with the report.

ORIGINAL SIGNED BY

Michael Harvey
Information and Privacy Commissioner
for British Columbia