

Understanding Security Patrol Scanning at Seneca Polytechnic

Version 1

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Here's how the system works, why it matters, and what we're doing to ensure transparency and professionalism.

Technology and Security

Campus Security at Seneca uses a professional patrol management platform called TrackTik, which helps verify patrols and ensure that guards are completing their assigned rounds.

Guards use Seneca-issued mobile devices to scan NFC tags (small chips placed in key checkpoints across campus) during their patrols.

Each scan:

- Verifies that the guard physically attended that location
- Records the time and GPS coordinates of the patrol
- Allows the guard to report safety issues or maintenance concerns in real time

This process ensures patrol accountability and helps Security respond faster to issues like lighting outages, safety hazards, or unlocked areas.

What You Might See

When you see a guard holding their phone near walls, doors, or hallways — they're likely scanning an NFC checkpoint tag.

Each checkpoint tag is placed strategically throughout campus facilities, including entrances, stairwells, parking lots, and academic areas, as part of our regular patrol verification process.

Addressing Concerns About Photos and Privacy

We understand that seeing Security Guards with phones can sometimes cause concern – especially near classrooms or study areas.

To clarify:

- Security Guards are not permitted to photograph students, staff, or classroom activities unless it directly relates to a documented security incident (for example, property damage, safety hazards, or policy violations).
- All TrackTik patrols are monitored and logged by Security supervisors for compliance.
- Cameras on these devices are restricted for operational use only.

If you ever feel uncomfortable or believe a photo was taken inappropriately, please report it (see “How to File a Concern” below).

Identifying Seneca Security Devices

To make this process transparent and easy to recognize, all Security-issued phones now have a Seneca Polytechnic identification sticker affixed to the back of the device.



These stickers indicate that:

- The phone is an official Seneca device used for patrols and safety checks.
- The guard is performing verified duties through the TrackTik patrol software.
- No personal devices are used for patrol or reporting purposes.

If you notice a guard scanning or logging checkpoints, you can look for the Seneca Polytechnic sticker on the back of their phone to confirm it's an authorized device.

How to File a Concern or Complaint

Seneca Polytechnic values accountability, professionalism, and community trust.

If you are concerned about how a Security Guard interacted with you or used their mobile device, please let us know.

You can contact us directly at:

security@senecapolytechnic.ca

Include the following details if possible:

- Date, time, and location of the incident
- Description of what you observed
- Any identifying information (e.g., guard's uniform number or location)

All reports are reviewed by Security Supervisors and investigated promptly. Feedback helps us maintain the highest standards of service and professionalism.

Our Commitment to You

Our guards are here to protect and support the Seneca community. Patrol scanning is one of the many ways we ensure:

- Campuses are regularly and consistently patrolled
- Safety hazards are identified quickly
- Service accountability remains transparent and verifiable

We appreciate your understanding and cooperation as we continue to improve campus safety through responsible technology and open communication.

Campus Security

24/7 Assistance – **416-764-0911**

Email – **security@senecapolytechnic.ca**

Visit a Security Office at Newnham (B2000), King (GH2092), Seneca@York (S1144), or Peterborough (YPQ 126)

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