

Axon VR

Simulator Training: vRBT (Virtual Reality-Based Training)

Scenario: Irate Phone Caller



FACILITATOR'S GUIDE

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SIMULATOR TRAINING: vRBT SCENARIOS

Simulator Training: vRBT provides scenarios with different subject behaviors. These differences change the narrative and how a subject responds to the trainee's actions. Trainers can customize and randomize the scenarios to enhance replayability and prevent trainees from predicting the outcome based on prior experiences.

While the trainee's choices will determine final outcomes, the subject and scenario environment will vary.

For additional information about vRBT and facilitating scenarios, refer to the **vRBT Facilitator's Guide** available on the [VR training materials](#) page on [Axon Help](#).

VIEWING SCENARIO DETAILS ON TABLET

Trainers can view detailed information about each scenario on the tablet on the **vRBT Playlist** tab.






1. **Scenario Description:** Brief overview of the scenario, highlighting what trainers can expect the trainee to encounter during the scenario.
2. **Virtual Officer:** Backup officer who may draw a weapon. The officer never moves or fires a weapon. This setting is off by default.
3. **Escalatory Behaviors:** Trainee actions that may cause a subject to escalate their behavior.
4. **De-Escalatory Behaviors:** Trainee actions that will help de-escalate the subject's behavior.
5. **Notes:** Any important information regarding the scenario's possible outcomes.
6. **Related Scenarios:** Each scenario includes multiple variations, which change key details like subject behavior, compliance levels, and the likelihood of force being required. The related scenarios listed here are the variations.
7. **Training Objectives:** Scenario-specific training objectives.
8. **Subject Info:** Descriptions of the possible subjects.
9. **Possible Subject Starting Point:** The distance between the subject and the trainee, based on the trainee's starting location.
10. **Subject's Prop:** Prop with the subject.
11. **Trainee Starting Location:** Location where trainees will enter (spawn) into the scenario at various locations within each environment.

IRATE PHONE CALLER SCENARIO

SCENARIO PREMISE: Officers are responding to a call for service involving a subject having an enraged conversation in a public space.

Three variations of this scenario are available, tailored to the subject's level of compliance or escalation:

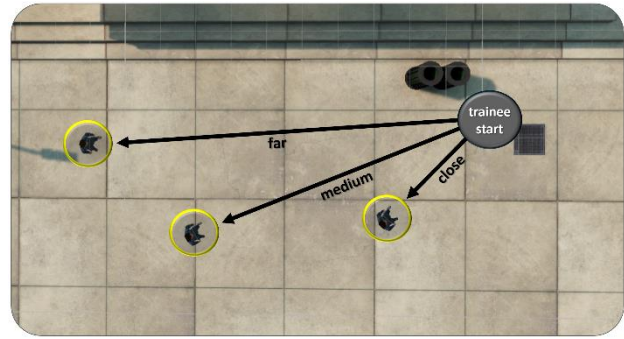
- [Walks Away](#)
- [Approach and Walk Away](#)
- [Approach and Attack](#)

ENVIRONMENTS	 <p>University Campus</p>	This section of the college campus, exposed under bright sunlight through clear skies, features spacious courtyards, tall palm trees, multi-level walkways with wide staircases, and large classroom buildings on all sides.
	 <p>Motel</p>	The outdoor courtyard of the motel is softly illuminated by lamps and natural moonlight. Building structures, fences, and patio furniture can be view-obscuring, but also provide an opportunity for cover or concealment.
	 <p>Subway Platform</p>	This well-lit subway platform at Marketplace Station is cramped with signs, trash receptacles, and support structure. Staircases at each end provide both entry and exit to passengers, while the platform itself rises several feet above the tracks below.

TRAINEE & SUBJECT DISTANCE

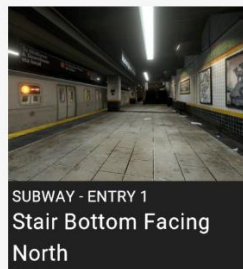
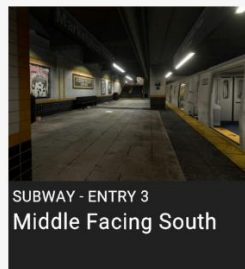
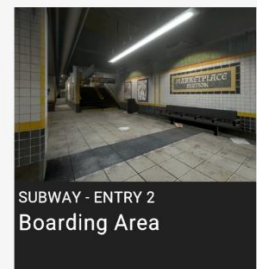
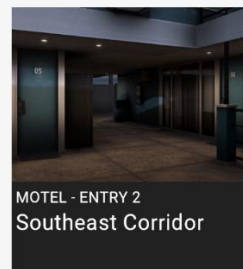
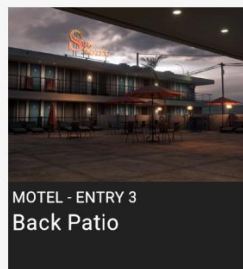
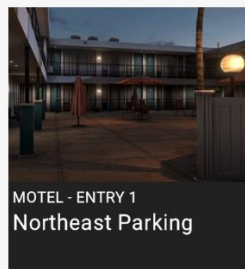
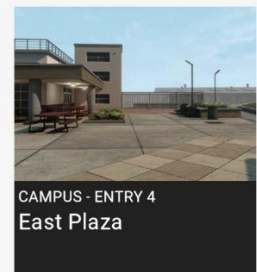
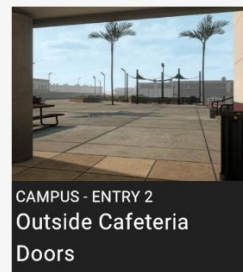
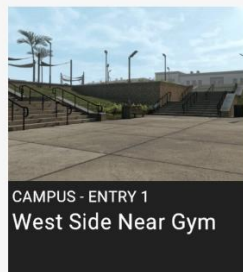
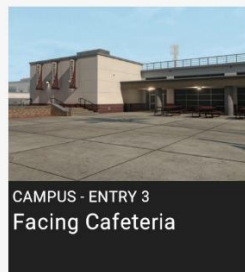
The trainee can enter the scenario (spawn) at various distances from the subject:






- **Close:** 10–20 feet
- **Medium:** 20–30 feet
- **Far:** 40+ feet

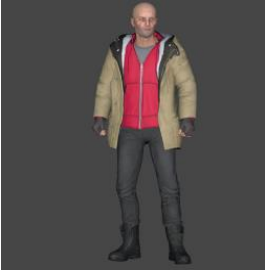









TRAINEE STARTING LOCATIONS

Trainees will enter (spawn) into a scenario at various locations within each environment.



SUBJECT CHARACTERS	SUBJECT	DESCRIPTION	SCENARIO VARIATION
		<ul style="list-style-type: none"> • Physical description: Asian, adult male, short dark hair, six feet tall, medium build • Clothing: Green coat, black pants 	<ul style="list-style-type: none"> • Walks Away
		<ul style="list-style-type: none"> • Physical description: Mixed-race, young adult male, six feet tall, heavysset build • Clothing: White ballcap, football jersey, blue jeans 	<ul style="list-style-type: none"> • Approach and Attack
		<ul style="list-style-type: none"> • Physical description: African American, young adult male, six feet tall, slender build • Clothing: Knit cap, snow jacket, dark pants 	<ul style="list-style-type: none"> • Walks Away • Approach and Walk Away
		<ul style="list-style-type: none"> • Physical description: Caucasian, middle-aged male, shoulder-length brown hair, six feet tall, medium build • Clothing: Ballcap, green shirt, blue jeans 	<ul style="list-style-type: none"> • Approach and Walk Away
		<ul style="list-style-type: none"> • Physical description: Hispanic, middle-aged female, short dark hair, five feet six inches tall, athletic build • Clothing: Green jacket, dark pants 	<ul style="list-style-type: none"> • Approach and Attack

		<ul style="list-style-type: none"> • Physical description: Caucasian, adult male, bald, six feet tall, medium build • Clothing: Heavy brown coat, dark pants 	<ul style="list-style-type: none"> • Walks Away • Approach and Attack
		<ul style="list-style-type: none"> • Physical description: Hispanic, young adult male, short black hair, six feet tall, slender build • Clothing: Black t-shirt, gray pants 	<ul style="list-style-type: none"> • Walks Away
		<ul style="list-style-type: none"> • Physical description: Caucasian, young adult male, short brown hair, six feet tall, slender build • Clothing: Blue t-shirt, blue jeans 	<ul style="list-style-type: none"> • Approach and Walk Away
		<ul style="list-style-type: none"> • Physical description: Caucasian, middle-aged male, shoulder-length brown hair, six feet tall, medium build • Clothing: Blue denim jacket, pants 	<ul style="list-style-type: none"> • Approach and Attack
		<ul style="list-style-type: none"> • Physical description: Asian, young adult female, short black hair, five foot six inches tall, slender build • Clothing: Black leather jacket, black pants 	<ul style="list-style-type: none"> • Walks Away

		<ul style="list-style-type: none"> • Physical description: African American, young adult male, bald, six feet tall, athletic build • Clothing: Black suit jacket, pants 	<ul style="list-style-type: none"> • Approach and Walk Away
		<ul style="list-style-type: none"> • Physical description: African American, female, long black hair, five feet six inches tall, heavysset build • Clothing: Blue jeans, gray sweater 	<ul style="list-style-type: none"> • Approach and Walk Away
		<ul style="list-style-type: none"> • Physical description: Hispanic, middle-aged male, goatee, six feet tall, athletic build • Clothing: Black hat, gray shirt, blue jeans 	<ul style="list-style-type: none"> • Approach and Attack

SCENARIO VARIATIONS

WALKS AWAY

DESCRIPTION	Officer called to investigate disorderly conduct by a subject having a heated and profane conversation on their phone in public. The subject greets the officer rudely before leaving the scene.	
LEARNING OBJECTIVES	<ul style="list-style-type: none"> • Demonstrate best practices for tactical considerations according to agency policy when responding to situations involving an agitated subject with limited time or space for reaction, while mitigating risks and effectively diffusing situations involving all parties on scene: <ul style="list-style-type: none"> ○ Legal authorization and communication: Verbal de-escalation or applicable show of force to de-escalate the situation ○ Scene management: Assess and manage position and movement within the time and space limitations; maximum use of cover to minimize exposure to potential threats • Describe best practices according to agency policy for determining and applying the appropriate use of force necessary to respond to a threat. <p>NOTE: Refer to the scenario assessment rubric in the Evaluation Procedure section at the end of this guide for additional details to help assess trainee performance against the learning objectives.</p>	
SUBJECT TYPE	Public disturbance or disorderly conduct	
SUBJECT COMPLIANCE	High compliance	
PROPS/WEAPONS	Cell phone	
NOTES	The situation should resolve itself because police presence drives the subject to leave the scene.	
SCENARIO OUTCOMES	Escalatory behaviors <ul style="list-style-type: none"> • None 	De-escalatory behaviors <ul style="list-style-type: none"> • None

APPROACH AND WALK AWAY

DESCRIPTION	Officer called to investigate a public disturbance by a subject having a heated and profane conversation on their phone. The subject approaches the officer aggressively and then leaves the scene.	
LEARNING OBJECTIVES	<ul style="list-style-type: none"> • Demonstrate best practices for tactical considerations according to agency policy when responding to situations involving an agitated subject with limited time or space for reaction, while mitigating risks and effectively diffusing situations involving all parties on scene: <ul style="list-style-type: none"> ○ Legal authorization and communication: Verbal de-escalation or applicable show of force to de-escalate the situation ○ Scene management: Assess and manage position and movement within the time and space limitations; maximum use of cover to minimize exposure to potential threats • Describe best practices according to agency policy for determining and applying the appropriate use of force necessary to respond to a threat. <p>NOTE: Refer to the scenario assessment rubric in the Evaluation Procedure section at the end of this guide for additional details to help assess trainee performance against the learning objectives.</p>	
SUBJECT TYPE	Public disturbance or disorderly conduct	
SUBJECT COMPLIANCE	Mid compliance	
PROPS/WEAPONS	Cell phone	
NOTES	The situation resolves itself when the subject aggressively approaches the officer and then walks away.	
SCENARIO OUTCOMES	Escalatory behaviors <ul style="list-style-type: none"> • Draw weapon 	De-escalatory behaviors <ul style="list-style-type: none"> • None

APPROACH AND ATTACK

DESCRIPTION	Officer called to investigate a public disturbance by a subject having a heated and profane conversation on their phone. The subject approaches officers aggressively and attacks.	
LEARNING OBJECTIVES	<ul style="list-style-type: none"> • Demonstrate best practices for tactical considerations according to agency policy when responding to situations involving an agitated subject with limited time or space for reaction, while mitigating risks and effectively diffusing situations involving all parties on scene: <ul style="list-style-type: none"> ○ Legal authorization and communication: Verbal de-escalation or applicable show of force to de-escalate the situation ○ Scene management: Assess and manage position and movement within the time and space limitations; maximum use of cover to minimize exposure to potential threats • Describe best practices according to agency policy for determining and applying the appropriate use of force necessary to respond to a threat. <p>NOTE: Refer to the scenario assessment rubric in the Evaluation Procedure section at the end of this guide for additional details to help assess trainee performance against the learning objectives.</p>	
SUBJECT TYPE	Public disturbance or disorderly conduct	
SUBJECT COMPLIANCE	Low compliance	
PROPS/WEAPONS	Cell phone	
NOTES	The unarmed subject is intent on assaulting the officer.	
SCENARIO OUTCOMES	Escalatory behaviors <ul style="list-style-type: none"> • None 	De-escalatory behaviors <ul style="list-style-type: none"> • Issue Warning Alert/Arc

PLAYLISTS

Variations of this scenario are included in the following Axon playlists:

AXON PLAYLIST NAME	SCENARIOS & LEVEL OF COMPLIANCE OR ESCALATION
ACTIVE RESISTANCE 1	<ul style="list-style-type: none"> • Irate Phone Caller – Approach and Walk Away • Trespasser with Handgun – Lethal Force Surrender • Street Fighter – Approach and Attack • Burglar with Concealed Handgun – Show of Force Attack • Suspicious Person with Knife – Approach and Attack
ACTIVE RESISTANCE 2	<ul style="list-style-type: none"> • Irate Phone Caller – Approach and Attack • Suspicious Person with Knife – Disarm and Fight • Street Fighter – Approach and Attack • Burglar with Concealed Handgun – Standoff and Attack • Trespasser with Handgun – Standoff
HIGH COMPLIANCE 1	<ul style="list-style-type: none"> • Irate Phone Caller – Walks Away • Burglar with Concealed Handgun – Flee or Surrender • Trespasser with Handgun – Lethal Force Surrender • Street Fighter – Show of Force Surrender • Suspicious Person with Knife – Disarm and Fight
HIGH COMPLIANCE 2	<ul style="list-style-type: none"> • Irate Phone Caller – Approach and Walk Away • Burglar with Concealed Handgun – Flee or Surrender • Street Fighter – Taunt and Leave • Trespasser with Handgun – Lethal Force Surrender • Suspicious Person with Knife – Disarm and Standoff

AXON PLAYLIST NAME	SCENARIOS & LEVEL OF COMPLIANCE OR ESCALATION
FORCE OPTION MIX 1	<ul style="list-style-type: none"> • Irate Phone Caller – Walks Away • Suspicious Person with Knife – Disarm and Standoff • Street Fighter – Approach and Attack • Trespasser with Handgun – Lethal Force Surrender • Burglar with Concealed Handgun – Show of Force Attack
FORCE OPTION MIX 2	<ul style="list-style-type: none"> • Irate Phone Caller – Approach and Attack • Street Fighter – Show of Force Surrender • Trespasser with Handgun – Quick Surrender • Burglar with Concealed Handgun – Standoff and Attack • Suspicious Person with Knife – Disarm and Fight
FORCE OPTION MIX 3	<ul style="list-style-type: none"> • Irate Phone Caller – Approach and Walk Away • Street Fighter – Taunt and Leave • Trespasser with Handgun – Standoff • Suspicious Person with Knife – Approach and Attack • Burglar with Concealed Handgun – Flee or Surrender
FORCE OPTION MIX 4	<ul style="list-style-type: none"> • Irate Phone Caller – Approach and Attack • Street Fighter – Show of Force Surrender • Trespasser with Handgun – Lethal Force Surrender • Suspicious Person with Knife – Approach and Attack • Burglar with Concealed Handgun – Standoff and Attack

For additional information about playlists, refer to the **vrBT Facilitator’s Guide** available on the [VR training materials](#) page on [Axon Help](#).

EVALUATION PROCEDURE

After the trainee completes the scenarios in a playlist in the headset, trainers should debrief with them to discuss their results and provide tips for improving their performance. Additionally, trainers should supplement this experience with agency resources, policies, best practices, and guidelines.

You can use the [Trainee Evaluation form](#) with the debriefing questions and [scenario assessment rubric](#) as a training record to record performance notes and track individual trainee evaluations. Simply print copies for each trainee.

TRAINER EVALUATION GUIDANCE

- Use the After-Action Report (AAR) and application of your agency policy to debrief with the trainee and discuss their results. Review accuracies and trainee decisions. [Debriefing questions](#) are available in this guide to assist you with this discussion.
- Ask the trainee to justify their actions. For example, perhaps the trainee did not use a weapon in response to a physical altercation; the trainee may have opted to go hands on with the subject if the Simulator Training: vRBT application allowed.
- Use the [scenario assessment rubric](#) to assess trainee performance against the learning objectives.
- Consider the opportunity for the trainee to practice writing a report based on a scenario.

AGENCY RESOURCES

This training is best augmented with agency-specific resources. Axon does not make any recommendations on agency policies.

In alignment with agency policy, consider creating a supplemental guide (or use the space below to add agency-specific notes) to share with trainees that includes the local and state resources available that are specific to your agency and community, best practices, and agency-specific guidelines.

AGENCY-SPECIFIC NOTES

TRAINEE EVALUATION – SIMULATOR TRAINING: vRBT

TRAINEE NAME	ID	TYPE
		<input type="checkbox"/> Recruit <input type="checkbox"/> Officer

DEBRIEFING QUESTIONS

Ask the following debriefing questions to help evaluate trainee performance:

- What factors influenced your on-scene actions/decisions?
- What choices seemed the least effective in de-escalating the situation? Which were most effective?
- Did any of the consequences of certain choices come as a surprise? If so, which one(s)? Why?
- Would you change any of your choices after viewing the outcome of the scenario? What actions would you take?
- What is our agency’s use of force policy in responding to situations similar to this scenario?
- Did your actions conform to the law and policy? Articulate why.
- What subject behaviors were indicators of a threat?
- What indicators stood out to you that suggested the subject was likely not a threat? (Audible cues, environmental factors, immediate surroundings, body language, etc.)
- How do you think you performed in managing distance and utilizing cover options? What would you have done differently?
- How would you evaluate your verbal engagement with the subject? Are there ways you could have improved what you said?
- How would you assess your weapons manipulation skills during these scenarios? Are there specific areas you would like to work on (such as Draw Reps, etc.)?

AGENCY-SPECIFIC QUESTIONS

- .
- .
- .

SCENARIO ASSESSMENT RUBRIC

Use the assessment rubric below to help assess trainee performance against the learning objectives:

Observe the following passing trainee behaviors while they demonstrated best practices for tactical considerations according to agency policy when responding to situations involving a high-risk subject with limited time or space for reaction, while mitigating risks and effectively diffusing situations involving all parties on scene:

<input type="checkbox"/> Subject behavior identification	<p>The trainee recognized the following when identifying the subject's behavior:</p> <ul style="list-style-type: none"> • Body language • Emotional response • Physical responses • Potentially dangerous behavior
<input type="checkbox"/> Legal authorization and communication	<p>The trainee applied legal authorization and communication techniques according to agency policy:</p> <ul style="list-style-type: none"> • Identified themselves as an officer • Vocalized legal authority • Verbalized intent • Used clear and concise verbal commands • Tried to de-escalate the situation by calmly speaking to the subject and encouraging them to comply with instructions (throughout, if appropriate under the circumstances) • Followed proper radio procedures
<input type="checkbox"/> Scene management (position and movement)	<p>The trainee assessed and managed position and movement within the time and space limitations:</p> <ul style="list-style-type: none"> • Managed safe distance depending on the situation • Maintained 360° situational awareness and proper positioning relative to threats • Described the impact of the environment (including terrain, structures, and available cover or concealment) • Executed their position and movements to maximize safety and minimize exposure to danger • Identified cover and potential impeding obstacles while assessing surroundings • Used available cover and/or concealment to minimize exposure to potential threats

<p><input type="checkbox"/> Threat management</p>	<p>The trainee applied rapid decision-making with justification of judgment to assess and prioritize threats and determine the most suitable application of force (if any):</p> <ul style="list-style-type: none"> • Evaluated the level of threat to the subject and all parties on-scene • Prioritized the threat • Prioritized officer safety and the safety of all parties on scene • Applied proper use of force • Articulated when to attempt de-escalation using a TASER VR Controller (in conjunction with verbal de-escalation commands, if applicable): <ul style="list-style-type: none"> ○ Issued a Warning Arc (TASER 7) ○ Issued a Warning Alert (TASER 10) ○ Re-energized the energy weapon • Articulated when their authority changed in a high intensity scene
<p><input type="checkbox"/> Equipment management</p>	<p>The trainee demonstrated TASER 7/TASER 10 VR Controller and Handgun VR Controller weapon proficiency, including proper targeting, accuracy, and transitioning between less-lethal and lethal use of force when appropriate:</p> <ul style="list-style-type: none"> • Demonstrated transitioning use of force when appropriate <ul style="list-style-type: none"> ○ Transitioned to a less-lethal use of force ○ Transitioned to a lethal use of force • Effectively deployed a TASER 7/TASER 10 VR Controller within the available preferred target areas on a moving subject in various positions at varying distances to achieve neuromuscular incapacitation (NMI) <ul style="list-style-type: none"> ○ Deployed the energy weapon at varying distances from the subject, considering a moving subject's position and angle ○ Adjusted probe placement to achieve ideal attainment based on: <ul style="list-style-type: none"> ▪ Subject's distance ▪ Subject's body position/pose ▪ Any barrier(s) between the trainee and subject ○ Explained how attainment success is influenced by different variables <ul style="list-style-type: none"> ▪ Subject's distance ▪ Subject's body position/pose ▪ Any barrier(s) between trainee and subject ○ Achieved a minimum 12-inch probe spread within a moving subject's available preferred target area ○ Achieved a good electrical connection with at least two connected probes with at least a 12-inch spread on the subject

Observe the following passing trainee behaviors when they deployed a TASER 7/TASER 10 VR Controller within the available preferred target areas on a moving subject in various positions at varying distances to achieve neuromuscular incapacitation (NMI)

☐ Safely and effectively deploy a TASER 7 or TASER 10 energy weapon

The trainee demonstrated the following behaviors to safely and effectively deploy a TASER 7/TASER 10 energy weapon on a moving subject:

- Attempted verbal communication and de-escalation (throughout, if appropriate under the circumstances)
- Assumed the “Field Interview” position
 - Hands above the waist
 - Positioned in a reactionary stance
- Drew the energy weapon
 - Draw the energy weapon from the holster with one hand
 - Indexed their trigger finger along the side of the energy weapon
 - Placed the energy weapon in SUL position (or modified low ready)
- Rotated the Safety to ARMED/UP (TASER 7) / rotated the Selector Switch up one click to ARMED/ON (TASER 10)
- Gave proper commands to the subject
- Presented the energy weapon
- Issued a Warning Arc (TASER 7) / activated a Warning Alert (TASER 10)
- Deployed the energy weapon
 - Pressed the trigger to deploy the first probe above the waistline
 - Pressed the trigger to deploy additional probe(s)
 - Achieved a minimum 12-inch probe spread within the target preferred area
 - Achieved NMI with at least two connected probes
 - Tilt selected another cartridge (TASER 7)
- Observed the subject’s change in behavior to assess deployment and confirmed the threat was neutralized or mitigated
- Re-energized the TASER 7/TASER 10 energy weapon from the SUL or low-ready position using either support hand or trigger finger (if applicable)
 - Pressed either Arc Switch momentarily to deliver another cycle of energy to both deployed cartridge bays for five seconds (TASER 7)
 - Rotated the Selector Switch up and release to re-energize another cycle of energy to the deployed connected probes for five seconds or deploy more probes (TASER 10)
- Moved off the line and scan 360° to ensure no additional threats
- Rotated the Safety to SAFE/DOWN (TASER 7) / rotated the Selector Switch down one click to OFF/DOWN (TASER 10)
- Re-holstered the energy weapon

Observe the following passing trainee behaviors when they effectively fired a Handgun VR Controller on a threatening moving subject who was in various positions at varying distances to neutralize the threat

Safely and effectively fire a Handgun VR Controller

The trainee demonstrated the following behaviors to safely and effectively fire a Handgun VR Controller on a stationary subject:

- Attempted verbal communication and de-escalation (*throughout, if appropriate under the circumstances*)
- Assumed the “Field Interview” position
 - Hands above the waist
 - Handgun side bladed away from the subject
 - Weight evenly distributed (with strong side foot back)
 - Feet shoulder-width apart
- Drew the handgun
 - Ensured proper hand placement
 - Established a firm grip on the gun with dominant hand
 - Ensured trigger finger is outside the trigger guard and resting alongside the frame
 - Drew the Handgun VR Controller from the holster, maintaining control and a smooth motion
- Aimed the Handgun VR Controller at the subject, ensuring proper hand and body movement
 - Merged support hand with dominant hand
 - Punched the gun up to eye level with both hands
 - Assumed a proper shooting stance and position that allows for stability, accuracy, and quick target acquisition
- Fired the handgun by squeezing the trigger with one finger
- Fired the handgun at varying distances from the subject, considering the subject’s movements, position, and angle

Assess the trainee's responses to questions about best practices according to agency policy for determining and applying the appropriate use of force necessary to respond to a threat

Articulate agency best practices

- Considerations for applying the appropriate use of force
 - Level of threat and immediacy
 - Potential for escalation
- Reasons for use of force when deploying a weapon:
 - TASER 7 VR Controller
 - TASER 10 VR Controller
 - Handgun VR Controller
- When to transition use of force when appropriate
 - Transition to a less-lethal use of force
 - Transition to a lethal use of force
- How their use of force decision aligns with agency policy

TRAINER NOTES