

Axon VR

Simulator Training: vRBT (Virtual Reality-Based Training)

Scenario: Casino Patron Noise Complaint



FACILITATOR'S GUIDE

TABLE OF CONTENTS

SIMULATOR TRAINING: vRBT CASINO SECURITY SCENARIOS.....3

VIEWING SCENARIO DETAILS ON TABLET 4

PATRON CAUSING NOISE COMPLAINT SCENARIO5

SCENARIO VARIATIONS8

QUICK COMPLIANCE8

RELUCTANT COMPLIANCE..... 9

FLEE OR ATTACK10

PLAYLISTS.....11

EVALUATION PROCEDURE..... 12

TRAINER EVALUATION GUIDANCE12

AGENCY RESOURCES14

DEBRIEFING QUESTIONS15

SCENARIO ASSESSMENT RUBRIC18

SIMULATOR TRAINING: vRBT CASINO SECURITY SCENARIOS

Simulator Training: Virtual Reality-Based 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](#)

This Facilitator's Guide is customizable, enabling trainers to adapt it to their specific needs for tracking trainee progress, preparing for and conducting facilitated training sessions, and debriefing and assessing trainees after they complete the Simulator Training: vRBT casino security scenarios.

NOTES:

- Trainers are responsible for supplementing the scenarios with operational casino security context according to agency policy when [debriefing](#) the scenario with trainees.
- [Debriefing questions](#) are available in this Facilitator's Guide to help guide the facilitated evaluation sessions.
- 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.
- Specific training objectives for each scenario are available in the **vRBT Playlist** tab on the tablet.

VIEWING SCENARIO DETAILS ON TABLET

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

Casino Patron Noise Complaint - Flee or Attack

Axon scenarios and playlists cannot be edited. The settings will randomize each time you run a scenario by default.

SCENARIO BACKGROUND		VIRTUAL OFFICER	
Description Officer responds to a patron causing excessive noise in a hotel room. The patron is angry, threatening, and refuses to comply despite shows of less-lethal force and will flee or attack the officer.		VIRTUAL OFFICER () When enabled, a virtual officer will appear in the scenario. (Note: The virtual officer will not deploy probes or fire any weapons.) Current Weapon Type:	

SCENARIO OUTCOMES		
Escalatory Behaviors ↑ Fire Weapon	De-Escalatory Behaviors None	Notes The patron is uncompliant and will attack the Officer under most conditions but will flee if aimed at with the TASER energy weapon.

TRAINING OBJECTIVES	
Position and Movement Manage safe distance, create or close distance, depending on situation.	Equipment Management Display proficiency, proper targeting, and accuracy with ranged weapons.

SUBJECT INFO

If you train with the scenario as designed, the choices listed below will be randomized each time. You can copy scenario above to personalize it, making edits to the choices as needed.

Possible Subjects

Subject 1: 5 feet 6 inches, slender build, young adult Caucasian with shoulder length brown hair wearing light green dress and sandals.

Subject 2: 6 feet, slender build, adult Caucasian with short dark hair and beard wearing a denim long sleeve shirt and black jeans.

Subject 3: 6 feet, medium build, middle aged Caucasian with short brown hair wearing a green plaid shirt over a t-shirt and dark cargo shorts.

Subject's Prop	Possible subject starting points (based on trainee location)
	Close, Medium, Far

TRAINEE STARTING LOCATION		
HOTEL - LOCATION 3 In Front of Room Door	HOTEL - LOCATION 2 Right of Room Door	HOTEL - LOCATION 1 Left of Room Door

- Scenario Description:** Brief overview of the scenario.
- Virtual Officer:** Backup officer who may draw a weapon. The officer never moves or fires a weapon. This setting is off by default. When enabled, the subject will only respond to the actions of the trainee.
- Escalatory Behaviors:** Trainee actions that may cause a subject to escalate behavior.
- De-Escalatory Behaviors:** Trainee actions that will help de-escalate the subject's behavior.
- Notes:** Any important information regarding the scenario's possible outcomes.
- Training Objectives:** Scenario-specific training objectives.
- Subject Info:** Descriptions of the possible subjects.
- Subject's Prop:** Personal item in the subject's possession (such as a mobile device, knife, etc.).
- Possible Subject Starting Points:** The distance between the subject and the trainee, based on the trainee's starting location.
- Trainee Starting Location:** Location where trainees will enter (spawn) into the scenario at various locations within each environment.

PATRON CAUSING NOISE COMPLAINT SCENARIO

SCENARIO PREMISE: Trainee responds to a patron causing excessive noise in a hotel room. The door is partially open, and the guest inside is agitated and pacing near the doorway while positioning himself between the officer and the room. A female sits inside the room and does not engage. The guest at the door insists everything is “fine” but clenches his fists and steps closer as he speaks. The trainee must maintain safe hallway positioning, assess potential domestic violence indicators and exigent circumstances, and determine whether to contain or coordinate law enforcement without prematurely escalating.

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

- [Quick Compliance](#)
- [Reluctant Compliance](#)
- [Flee or Attack](#)

ENVIRONMENT	 The scenario takes place within an upscale casino hotel hallway, outside of a guest room.
TRAINEE & SUBJECT DISTANCE	The trainee will enter the scenario (spawn) at a close 8–12 feet distance from the subject.

TRAINEE STARTING LOCATIONS

Trainees will enter (spawn) into a scenario at various locations within the casino hotel hallway environment.

Casino Hotel Hallway – In Front of Room Door

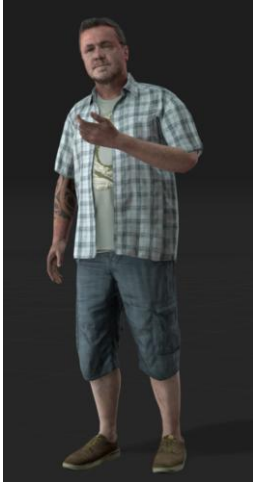


Casino Hotel Hallway – Right of Room Door



Casino Hotel Hallway – Left of Room Door



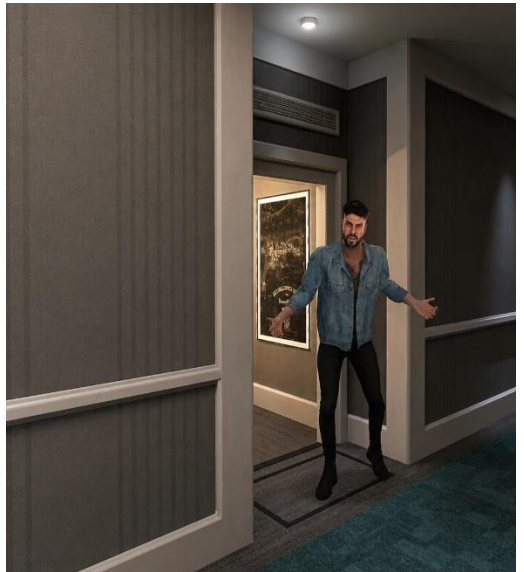
SUBJECT CHARACTERS	SUBJECT	DESCRIPTION	SCENARIO VARIATION
		• Physical description: Middle-aged male, about 6 feet tall, average build, with short brown hair • Clothing: Green plaid shirt and cargo shorts	• Quick Compliance • Reluctant Compliance • Flee or Attack
		• Physical description: Young male about 6 feet tall, slender build with short dark hair and beard • Clothing: Denim long sleeve shirt and dark colored pants	• Quick Compliance • Reluctant Compliance • Flee or Attack
		• Physical description: Young female, about 5 and a half feet tall, average build with shoulder length brown hair • Clothing: Light green dress and sandals	• Quick Compliance • Reluctant Compliance • Flee or Attack

SCENARIO VARIATIONS

QUICK COMPLIANCE

DESCRIPTION	Officer responds to a patron causing excessive noise in a hotel room. The patron is understanding and promises to keep the noise level to a minimum.	
LEARNING OBJECTIVES	- Demonstrate 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: 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.	
SUBJECT TYPE	Unarmed patron	
SUBJECT COMPLIANCE	High compliance	Expected outcome: No show or use of force 
PROPS/WEAPONS	N/A	
NOTES	The patron is highly compliant in all situations but will be startled by any show of excessive force.	
SCENARIO OUTCOMES	Escalatory behaviors Deploy TASER energy weapon	De-escalatory behaviors - Do nothing - Draw TASER energy weapon

RELUCTANT COMPLIANCE

DESCRIPTION	Officer responds to a patron causing excessive noise in a hotel room. The patron is initially uncooperative but eventually reluctantly complies with quieting down.	
LEARNING OBJECTIVES	- Demonstrate 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: Threat management: Assess and prioritize threats and determine the most suitable application of force (if any) and articulate the judgment supporting those decisions 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.	
SUBJECT TYPE	Unarmed patron	
SUBJECT COMPLIANCE	Mid compliance	Expected outcome: Show of force by issuing a Warning Alert/Arc 
PROPS/WEAPONS	N/A	
NOTES	The patron is complaint if no action is taken but will flee or surrender under the threat of less-lethal force.	
SCENARIO OUTCOMES	Escalatory behaviors - Draw TASER energy weapon - Deploy TASER energy weapon	De-escalatory behaviors Do nothing

FLEE OR ATTACK

DESCRIPTION	Officer responds to a patron causing excessive noise in a hotel room. The patron is angry, threatening, and refuses to comply despite shows of less-lethal force and will flee or attack the officer.	
LEARNING OBJECTIVES	- Demonstrate 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: Equipment management: Demonstrate TASER 7/TASER 10 VR Controller weapon proficiency, including proper targeting and accuracy 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.	
SUBJECT TYPE	Unarmed patron	
SUBJECT COMPLIANCE	Low compliance	Expected outcome: Show of force by deploying the TASER energy weapon 
PROPS/WEAPONS	N/A	
NOTES	The patron is uncompliant and will attack the officer under most conditions but will flee if aimed at with the TASER energy weapon.	
SCENARIO OUTCOMES	Escalatory behaviors Deploy TASER energy weapon	De-escalatory behaviors None

PLAYLISTS

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

AXON PLAYLIST NAME	SCENARIOS & LEVEL OF COMPLIANCE OR ESCALATION
CASINO SECURITY MIX 1	• Casino Intoxicated Patron – Walks Away • Casino Patron Noise Complaint – Flee or Attack • Casino Trespasser with Concealed Knife – Flee or Attack • Casino Patron Noise Complaint – Quick Compliance • Casino Intoxicated Patron – Approach and Attack
CASINO SECURITY MIX 2	• Casino Patron Noise Complaint – Reluctant Compliance • Casino Trespasser with Concealed Knife – Walks Away • Casino Patron Noise Complaint – Flee or Attack • Casino Intoxicated Patron – Surrender or Flee • Casino Trespasser with Concealed Knife – Approach 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, debrief with the trainee to review performance and provide feedback.

During the debrief, supplement the scenario with operational context aligned to agency policy and incorporate relevant agency resources, best practices, and guidelines to reinforce real-world application.

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 [agency policy](#) to structure the debrief. Focus on helping the trainee explain their decision-making and apply it to real-world casino security environments.

TRAINER FOCUS	Guide the trainee to: • Justify their actions and decision-making in the scenario • Connect their decisions to agency policy and expectations • Identify where they used discretion or could have applied discretion
REAL-WORLD CONTEXT	The Casino Security scenarios in Simulator Training: vRBT provide valuable experiential learning; however, it does not fully replicate the complexity of real-world casino security environments. Reinforce how these scenarios relate to real-world casino security environments by discussing additional factors that may influence decision-making, including: • Crowd dynamics and bystander behavior on the casino floor • Ambient noise levels and sensory distractions within a gaming environment • Ongoing relational dynamics between security personnel and patrons • The escalatory pressure of confined or crowded spaces and limited movement options During your debrief, ask the trainee how these factors would influence their real-world response and how they may affect tension and decision-making. Reinforce how real-world factors, such as crowd dynamics, environmental tension, and confined space limitations, may influence this scenario.

DISCRETION & JUDGEMENT	Encourage discussion of: • Where officer discretion could be applied • How small adjustments (time, tone, flexibility) may reduce tension • How officers often have meaningful discretion in how they enforce rules in tense moments (such as allowing an extra five minutes on the phone for an emergency), and how small judgement calls can reduce conflict
TASER ENERGY WEAPON CONSIDERATIONS	Guide the trainee to evaluate TASER energy weapon use based on the totality of the circumstances in casino security environments and aligned with agency policy: • Decisions should be guided primarily by subject behavior • Reinforce that the goal is not necessarily TASER energy weapon deployment but to achieve an observable compliant change in behavior using the most appropriate method at the right time • Discuss how the presence or display of a TASER energy weapon may influence subject behavior differently depending on context • Displaying a TASER energy weapon may de-escalate or escalate tension, especially in group environments or when perceptions of authority and control are heightened • Patrons may perceive TASER energy weapon use as immediate and personal, impacting their response Guide trainees to assess whether TASER energy weapon use or display: • Escalated or de-escalated the situation • Differed from outcomes in public-facing law enforcement environments
VR APPLICATION & ALTERNATIVE RESPONSES	Discuss how the VR training environment shapes decision-making and guide the trainee to consider how additional response options would apply in real-world operations: • Identify real-world response options not represented in the scenario (for example, hands-on control or calling for backup) • Describe how and when those options would be applied in a real-world setting • Compare in-scenario decisions with the range of tactics available during real-world operations

TIP: 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

Scenario: Casino Patron Noise Complaint

TRAINEE NAME	TRAINEE ID	TYPE
		☐ Recruit
		☐ Officer

DEBRIEFING QUESTIONS

Ask the following debriefing questions to help evaluate trainee performance.

SITUATION AWARENESS & ENVIRONMENT

- ☐ What else might be happening on the casino floor that you don't see in this scenario?
- ☐ How might other patrons or bystanders influence this situation?
- ☐ How might the environment (noise, crowding, ambient distractions) change your approach?
- ☐ What real-world cues were missing from this scenario that would impact your decision-making?
- ☐ Which real-world factors, such as crowd dynamics, ambient tension, or confined space pressure, would change your response?

PERCEPTION & THREAT ASSESSMENT

- ☐ What did you notice first: behavior, environment, or potential threat? How did that shape your response?
- ☐ What patron behaviors were indicators of a threat?
- ☐ What indicators suggested the patron was likely not a threat? (E.g., audible cues, environment, body language)

DECISION-MAKING & JUDGMENT

- ☐ What factors influenced your on-scene decisions?
- ☐ What choices were most effective in de-escalating the situation? Which were least effective?
- ☐ Did any outcomes surprise you? If so, which ones and why?
- ☐ Where could officer discretion have been used in this scenario?
- ☐ How might small adjustments (time, tone, or flexibility) have changed the outcome?

COMMUNICATION & TACTICAL SKILLS

- ☐ How would you evaluate your verbal engagement with the patron? What could you improve?
 - ☐ How would you assess your equipment handling during the scenario? Are there specific areas you would like to improve (for example, draw, positioning, timing)?
-

USE OF FORCE, TASER ENERGY WEAPON, & AGENCY POLICY

- ☐ What is our agency's use of force policy in situations like this?
 - ☐ How did your actions align with agency policy?
 - ☐ How do you think the patron perceived the presence of the TASER energy weapon?
 - ☐ Did introducing or displaying the TASER energy weapon escalate or de-escalate the situation?
 - ☐ How might use of a TASER energy weapon in a casino security setting differ from use in a public casino setting?
-

VR CONSTRAINTS & ALTERNATIVE ACTIONS

- ☐ What options did you want that the scenario in VR did not provide (hands-on control, calling for backup, etc.)?
 - ☐ How would you have executed those options in a real-world setting?
 - ☐ Did the scenario being in VR influence your decision toward or away from certain tactics?
-

REFLECTION

- ☐ Would you change any of your decisions after seeing the outcome? What would you do differently?
-

AGENCY-SPECIFIC QUESTIONS

☐

☐

TRAINER NOTES

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:

☐ Subject behavior identification	The trainee recognized the following when identifying the subject's behavior: • Body language • Emotional response • Verbal response • Physical responses • Potentially dangerous behavior
☐ Legal authorization and communication	The trainee applied legal authorization and communication techniques according to agency policy: • Identified themselves when appropriate • Used tone and timing to support de-escalation • Verbalized intent • Used clear and concise verbal commands with actionable direction • Tried to de-escalate the situation by calmly speaking to the subject and encouraging them to voluntarily comply with instructions (throughout, if appropriate under the circumstances) • Used radio communication appropriately
☐ Scene management (position and movement)	The trainee assessed and managed position and movement within the time and space limitations: • 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

☐ Threat management	The trainee assessed and prioritized threats and determined the most suitable application of force (if any) and articulated the judgment supporting those decisions: • 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 reasonable use of force • Articulated when to attempt de-escalation using a TASER VR Controller (in conjunction with verbal de-escalation commands, if applicable): ○ Conducted a Warning Arc (TASER 7) ○ Conducted a Warning Alert (TASER 10) ○ Re-energized the energy weapon • Articulated when their authority changed in a high intensity scene
☐ Equipment management	The trainee demonstrated TASER 7/TASER 10 VR Controller weapon proficiency, including proper targeting and accuracy: • 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) ○ 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: ▪ 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 ▪ 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 when appropriate
- Maintained a balanced, reactionary stance with hands in a ready position
- Drew and presented the energy weapon safely with proper trigger finger discipline
- Pressed the Safety up to ARMED (TASER 7) / pressed the Selector Switch up to ARMED/ON (TASER 10)
- Gave proper commands to the subject
- Presented the energy weapon
- Conducted a Warning Arc (TASER 7) / 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 a compliant change of behavior or 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)
 - Pressed the Selector Switch up and released 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
- Pressed the Safety down to SAFE (TASER 7) / pressed the Selector Switch down one click to OFF (TASER 10)
- Re-holstered the energy weapon

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 TASER energy weapon
- How their use of force decision aligns with agency policy

TRAINER NOTES