



# STAFF REPORT

AGENDA NO: 11a

MEETING DATE: November 17, 2025

**To: Honorable Mayor and City Council**

**Date: November 3, 2025**

**From: Raj Vaswani, Chief of Police, 650.777.4100**

**Subject: Adoption of a Resolution Approving the Purchase of a Two-Officer VR Training System by Operator XR, with Warranty and Support Service Agreement and Product License for a Total Cost of \$138,606.25 and Authorizing the City Manager to Execute the Purchase and Service Agreement**

---

## **RECOMMENDATION**

Staff recommends that the City Council adopt the attached resolution authorizing the purchase of a two-officer virtual reality training system, with warranty and support service agreement and product license, and authorizing the City Manager to execute the purchase and service agreement.

## **BACKGROUND**

The Burlingame Police Department has long incorporated force option simulator training into its officer development programs. The Multiple Interactive Learning Objectives (MILO) screen-based system has been used during quarterly trainings and the Continuous Police Training program, with a focus on use-of-force decision-making. Beyond internal training, the system has proven to be a valuable community engagement tool, as demonstrated to the City Council and integrated into the former San Mateo, Foster City, Burlingame, and Hillsborough Leadership program. These efforts have provided community leaders and residents with greater insight into the challenges of law enforcement decision-making, fostering transparency and dialogue.

In July 2024, the Department explored upgrading from the current MILO tool to a newer format in order to provide officers with the latest training platform, transitioning from a screen-based system to a virtual reality format for training.

## **DISCUSSION:**

While the older MILO system has been a beneficial training resource, it is increasingly limited by its restricted scenario library and the lack of ongoing manufacturer support. Without updates or enhancements, the system cannot adapt to evolving law enforcement practices or community expectations, diminishing its long-term effectiveness.

The Operator XR Virtual Reality (VR) system is the only supplier that is able to meet the Burlingame Police Department's requirements and represents a significant advancement in training technology over the current system. The Operator XR VR system qualifies as a sole source vendor.

Key advantages include:

- Immersive and Realistic Training: Officers engage in lifelike, 360-degree environments that replicate real-world situations more effectively than flat, screen-based training.
- The training area can reach up to 10,000 sq. ft., in contrast to other simulators that are constrained to smaller spaces, thereby limiting the immersive training experience.
- Customizable Scenarios: Training modules can be tailored to reflect current policies, procedures, and local challenges, ensuring relevance and effectiveness.
- Interactive and Collaborative Learning: Multi-user modes support the development of teamwork and communication skills.
- This system also allows inserting live actors as role players, to become a virtual suspect, witness, or bystander. The live actor can modify the scenario in real time, giving the training a more realistic dimension.

Transitioning to Operator XR will enable the Department to provide more dynamic and practical training, enhance officer readiness, and strengthen public trust through enhanced outreach opportunities. The interactive nature of VR enables ongoing demonstrations for Council Members, community groups, and leadership programs, thereby reinforcing transparency and building community trust.

**FISCAL IMPACT:**

The total estimated cost is \$138,606.25, with the following breakdown:

|                                            |             |
|--------------------------------------------|-------------|
| Hardware VR Training system, Operator OP-2 | \$93,000.00 |
| OP 2 Headset                               | \$12,000.00 |
| Service agreement                          | \$21,000.00 |
| On-site training                           | \$2,500.00  |
| Sales Tax                                  | \$10,106.25 |

This purchase will be funded by the Police Department's FY 2025-2026 General Fund budget.

Exhibits:

- Resolution
- Professional Services Agreement
- Price Quote
- Operator XR VR brochure