

# PRESS RELEASE



## City of Bristol Tennessee

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### **Police Chief announces two appointments: 911/Central Communications Manager and Support Services Police Captain**

Bristol Tennessee Police Chief Blaine Wade announced the appointments of Crystal Key to the position of 911/Communications Manager and Police Lieutenant Walter Brown to the rank of Captain of Support Services.

Key most recently held the position of Purchasing Agent in the City's Administration Department. Key brings to the Police Communications Division prior experience in that she formerly worked in the 911/ Police Dispatch beginning as a part-time dispatcher rising through the ranks to become Shift Supervisor. In her new position, Key will manage the operation of a multi-jurisdiction public safety communications center where she will oversee dispatch of emergency and non-emergency calls through the police/fire communication system, the 911 system, security systems, the multi-agency 800 MHZ radio system and software along with other daily operations.

Chief Wade stated, "Crystal has had a distinguished tenure with the City and has shown a remarkable ability to adapt and succeed in other leadership positions throughout her career. We are eager for her to bring her energy and talent to the Communications Division." The position is accountable for ensuring all established laws, rules, and regulations of the communications operations are enforced and adhered to. Key will report to Support Service Police Major Tim Eads. When asked about her new role, Key said she was excited about the new role and returning to a career that became a part of who she is today, "I hope to bring a new level of professionalism to the division. The people who work in this division work 24/7 and are dedicated employees. I look forward to once again being a part of that team."

Captain Brown will oversee in his new position, daily operations of the Training Division, Animal Control, Community Policing, Traffic Support Services Unit, School Resource Officers, Downtown Foot Patrol and act as the Police Department's liaison to the City's Beer Board among other duties. Brown will also be a direct report to Major Tim Eads in Support Services.

Chief Wade stated in his announcement of Brown's promotion, "It can be a rigorous process to fill leadership positions, however, we are very lucky that our talent pool runs deep in the department. Our officers invest a lot of time in training and career development and each have make a long term commitments to our community." Brown is a 20 year veteran of the Police Department. Captain Brown holds a Bachelor Degree in Business Administration from Purdue University Global. "I am excited about the opportunity to serve the department and the community with this new position and have goals to streamline many processes within my assigned division," stated Brown.

For more information on the new appointment contact Chief Blaine Wade at 423-989-5587 or email [bwade@bristoltn.org](mailto:bwade@bristoltn.org).