

# At Your Service

## Inside and Outside of Court

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Court Services Officer Chuck Mangold's 'office' carries him all across Anchorage on any given week day. He jokingly classifies his job as being a professional stalker as he has to serve court writs mandating people to appear in court as a witness or victim or notifying them of a court order. Many times, people don't want to be found or they simply don't have permanent home addresses. CSO Mangold has to be creative in ways of finding people.



Serving certain types of court orders puts CSO Mangold and other Court Services Officers in precarious situations where officer safety is of great concern. When performing an eviction, for example, it is not uncommon to find drugs or guns. Additionally, people are often very distressed during these situations and CSOs have to be prepared to protect themselves and others at a moment's notice. In 2018, CSOs in Anchorage accomplished 361 evictions.

Just like most police officers, Chuck Mangold starts and ends his shift in his driveway. His "office" is an unmarked black cruiser fitted with lights and a siren that he drives around Anchorage. He doesn't carry a police certificate. He is a Court Services Officer (CSO) with the Alaska State Troopers Judicial Services Unit. CSOs don't need a police certificate to fulfill their job duties—serving court writs, prisoner transport and court security—but they need the rest of the equipment for officer safety reasons and to effect arrests, if necessary.

On a cold, snowy mid-December day, CSO Mangold pulled out a folder stacked with writs and thumbed through them. "Oh, this one. She lied to me. Said she didn't know the person I was looking for," said CSO Mangold as he scanned the order. "Turns out, it was her." The woman CSO Mangold is referring to is a victim in an assault case. The court issued a subpoena for her to appear at Grand Jury. "I've been back there three times. The last time there was a lock on the gate. That kind of hurt my feelings."

This woman with the subpoena would have to wait. The court also issued an eviction notice which needed to be enforced. CSO Mangold shuffled the subpoena back into the stack and headed to a trailer park in east Anchorage.

At just before 9:00 in the morning, it was still dark out. Three other CSOs were already scoping the residence as CSO Mangold pulled up. They weren't going to take any chances. They knew there was a group of people inside but not the total number. CSO Mangold, with his patrol rifle ready, took the over-watch position for officer safety while the other three moved in, announced their presence then searched for occupants in the home. As evictions go, this one went smoothly. Although five people were located, no one was violent and neither drugs nor guns were found. Additionally, no one was found to have a warrant.

With the eviction crossed off the list, CSO Mangold headed to an address in Mountain View to attempt to serve a subpoena from his stack. The address on the writ led to an apartment complex but it didn't include an apartment number. Most of the units were dark. Two people outside said they didn't recognize the name of the man CSO Mangold was seeking.

"Most people don't realize it, but I am a professional stalker," said CSO Mangold with a laugh. He was only half kidding as he read the names on an apartment complex mailbox. No luck.

"Sometimes, if people don't come to the door when I knock, I can spend a lot of time sitting in the



**Prisoner transports are a seemingly never ending task. On this particular day, more than a hundred prisoners were transported to the Nesbett Court House in downtown Anchorage for their court appearances. Prisoners typically come from the Anchorage Jail, Goose Creek Correctional Center, Spring Creek Correctional Center or Hiland Mountain Correctional Center. CSOs also travel to perform extraditions or accompany prisoners that need to be transported to and from medical appoints, for example. In 2018, more than 85,000 prisoner transports were conducted by CSOs.**

car watching a residence waiting for them to walk out the door.”

At noon, CSO Mangold headed to the Nesbett Court House in downtown Anchorage to assist with transports. As many CSOs as possible were requested to be present due to the number of inmates being juggled from correctional facilities to court rooms and back. 119 inmates, an unusually high number for one day, were slated for hearings.

While moving inmates between cells, CSO Mangold asks one inmate how his daughter is doing. Another inmate asks CSO Mangold how his reflexes are today. Mangold responds, “maybe not as fast as I used to be. Want to test it out?” This makes a group of the inmates laugh. “It’s an inside joke (no pun intended),” CSO Mangold explained. “An inmate asked me that then tried to hit me in the head a while back. He got taken down fast. You get to know some people pretty well over the years. You build rapport and have your own jokes and stuff.”

Following the plethora of uncuffing, recuffing and a few more exchanges with what CSO Mangold calls his best customers, it was back to the writs. At the top of the stack were two subpoenas for people at the Henry House and one for a woman who had Bean’s Café listed as her address. The Henry House subpoenas were delivered without a hitch.

Instead of going into Bean’s, CSO Mangold headed for the Brother Frances shelter across the parking lot. (People staying at Brother Frances shelter often list Bean’s Café for an address because the shelter doesn’t accept mail.) A quick chat with a woman revealed that the person we were looking for hadn’t been there since February. The woman also told CSO Mangold that they had seen a recent and concerning escalation of Spice use amongst its clientele.

Pulling out of the parking lot, CSO Mangold noticed a problem. A man was on the ground and another man was trying to go through his pockets. It was easy to see the man was incapacitated. CSO Mangold pulled up, keyed his radio and called the Anchorage Police Department (APD)



#### Core Services for a Court Services Officer

- Transport prisoners throughout Alaska: between institutions; between institutions and courthouses; to and from doctor’s appointments; and extradite wanted persons back to Alaska.
- Provide timely service of legal process including subpoenas, summons and complaints, writs of assistance, evictions, executions of various types, child custody orders, mental health commitments, and domestic violence protective orders.
- Provide security for the court and court facilities.
- Protect the judiciary.

On occasion, CSO positions are open for hiring. It is expected that in the next month or two, DPS will try to hire one CSO in Anchorage, and one CSO in Juneau. When hired, CSOs attend the first five of the eighteen week Alaska Law Enforcement Training academy in Sitka, Alaska. For those who have an interest in becoming a CSO, it’s best to pay attention to the job postings on [Workplace Alaska](#), the state’s job board. The [Alaska State Troopers Facebook page](#) is another place to watch for DPS job listings. E-mail [dps.recruit@alaska.gov](mailto:dps.recruit@alaska.gov) or call 907-269-5976 with questions about becoming a Court Services Officer or Alaska State Trooper.



While serving court writs, CSO Mangold frequently interacts with other law enforcement agencies. One of the people he attempted to serve in mid-December also had an active arrest warrant. He contacted the Anchorage Police Department to request an agency assist due to the officer safety issues he potentially would encounter.

CSO Mangold serves two people with subpoenas that require them to provide testimony to a grand jury regarding an assault that occurred at the Henry House, near downtown Anchorage, earlier this year.

and Medics. CSO Mangold helped roll the unconscious man on his side and check for a pulse. Another man leaned against Bean's café and fell to the ground. A few other people in a large crowd began swaying on their feet and showing signs of overdosing. Medics and APD arrived and took control. APD stood close to medics in case someone became violent. CSO Mangold got into his cruiser and pulled away. There wasn't anything more he could do with the situation.

"This job really is the golden handcuffs of police work," said CSO Mangold. "I typically only work Monday through Friday from 8:00 to 5:00. Being a CSO is the best kept secret job in the state. It's got so much variety."

