

Warped

by Scott McCullar

AND NOW HERE'S THE SEASON UPDATE FOR OUR VIEWERS. ON AS THE CHANNEL TURNS. AS IT BEGINS, BOTH MIDWEST AND COMMUNITY CABLE REMOVE MAJOR STATIONS FROM THE AIR WITHOUT WARNING.



SUBSCRIBERS BEGIN SCREAMING, COMPLAINING AND TURNING IN THEIR BOXES. PHONES AND OFFICES ARE SWAMPED, AND SOON THE C.I.A. FORMS AND INVESTIGATES, (THE CABLE IMPROVEMENT ASSOCIATION)



...THE C.I.A. LISTS COMPLAINTS AND SUGGESTIONS ON EVERYTHING FROM RATE REDUCTIONS TO BAD RECEPTION, AND REPORTS IT ALL TO THE CITY COUNCIL. THE C.I.A. PRESSURE IS ON, AND THE CITY CONSIDERS TAKING THE CABLE COMPANIES OVER...



MEANWHILE, COMMUNITY THREATENS LEGAL ACTION AGAINST 2 C.I.A. ORGANIZERS FOR ALL THEIR COMPLAINING. THEN, SUDDENLY, BOTH CABLE COMPANIES ANNOUNCE THE RETURN OF MOST LOST STATIONS. BUT, WHAT ABOUT NAOMI?



# Ford gets appeals board for consumer complaints

United Press International MEMPHIS, Tenn. — Midwest consumers who can't get satisfaction from their local Ford dealers now have a higher authority to appeal to — a Ford Consumer Appeals Board.

"If the dealer can't handle the problem, then he can turn it over to this five-member panel," said Louis R. Plummer, owner relations manager for Ford Parts and Service Division.

The board will help new and used car and truck owners in Texas, Tennessee, Alabama, Mississippi, and Arkansas who feel they did not obtain satisfac-

tion from local dealers.

"I think customer satisfaction is vital to people that sell big-ticket items," Plummer said Tuesday. "I think we're all trying to get better."

About 20 percent of Ford vehicle owners need help beyond what dealers provide, Plummer said.

"The board gives owners another chance to have their complaints reviewed and resolved by an impartial board without the legal hassle and cost of going to court," he said.

The board, which will meet once a month, will consist of a

Ford dealer, Lincoln-Mercury dealer and three consumer experts.

In Memphis, the panel will include Tom Hicks, director of consumer protection in the Arkansas attorney general's office in Little Rock, June Reaves Creasy, professor of family development at Lambuth College in Jackson, Tenn., and Jack Miller, an automotive instructor in Memphis.

Seven consumer relations panels started operating in 1977, and heard more than 10,000 complaints over the next five years. This month, the

program will grow to 30 panels serving the entire nation.

"The purpose of the board is to insure customer satisfaction," Plummer said.

The board takes an average of 40 days to resolve complaints, and their decisions are binding on the company and dealers, but not on the consumers.

"We only ask that we be given a chance to solve the problem first," Plummer said.

The board in Memphis will hear complaints in eastern Texas, West Tennessee, north Mississippi, Arkansas, and northeastern Alabama.

# Study plans school upgrading

United Press International WASHINGTON — A task force of governors, businessmen and educators Wednesday recommended a sweeping plan — that includes more money — to upgrade America's schools and safeguard the nation's economic future.

"Education for economic growth demands progress on many fronts," the Task Force on Education for Economic Growth said in its 56-page report, "Action For Excellence."

Proposals include developing

plans in each state to improve classroom curriculum, educational partnerships between schools and businesses, special programs for talented and gifted students, and better paid teachers.

"Real improvements in education can be made only if citizens and their leaders are persuaded to invest sufficient funds and are reminded better education cannot be bought with declining education budgets," the report said.

The report comes amid

mounting interest on all levels to improve public schools, which a recent report by the National Commission on Excellence in Education said were engulfed in a "rising tide of mediocrity."

President Ronald Reagan has embraced the better-education movement, but has maintained the primary financial responsibility for schools rests with localities — not Washington. Reagan has called for "back-to-basics" in public schools and scoffed at congressional Democrats who

have termed his administration a foe of education.

The 41-member task force is a component of the Education Commission of the States, a 17-year-old organization including all states except Montana and Nevada.

"If we are serious about economic growth in America — about improving productivity, about recapturing competitiveness in our basic industries, then we must get serious about improving education. And we must start now," the task force said.

# Airline executive charges ticket system fools public

United Press International WASHINGTON — A senior airline executive told a congressional committee that computerized airline reservation systems deceive the public by failing to provide complete schedule and fare information and by not keeping up with rapid fare reductions.

Clark H. Onstad, Continental Air Lines vice president for government affairs, testified Tuesday about American Airlines' Sabre and United Airlines'

Apollo systems during testimony before the Aviation Subcommittee of the House Public Works Committee.

The U.S. Justice Department began an investigation of computer reservation systems last year.

"The average consumer is not even aware that he or she is being used," Onstad said.

Onstad said American has delayed the computer-loading of competitors' fares until it has decided to match them, but did not cite a specific example. He

also said United did not list its response to a Continental fare until three days after it was announced.

American spokesman Lowell Duncan said the charges were "totally fictitious."

American president Robert L. Crandall is scheduled to testify before the subcommittee Thursday.

United spokesman Joe Hopkins refused to comment on the accusations "without seeing them."

# Pope's Wednesday mass awaited by thousands

United Press International KRAKOW, Poland — Tens of thousands of Poles camped out Wednesday to await what is certain to be the largest mass of Pope John Paul II's second tour of his native land — a special homecoming in the city he served for 15 years as cardinal.

Police with dogs patrolled Krakow's vast Blonie Park under a yellow half moon but their mood was peaceful in contrast to the riot caused in Wroclaw when police broke up a march of Solidarity supporters leaving a papal mass Tuesday.

The clash in Wroclaw was the first outbreak of violence during John Paul's eight-day trip to his homeland, which ended Wednesday.

There were no reports of injuries in the brief encounter, which ended when club-wielding riot police arrived. The city of 500,000 in southwestern Poland, the former German city of Breslau, is a stronghold of underground resistance.

At least five people were detained by police in connection

with the melee, including four Western journalists.

From Wroclaw, the pope traveled to Krakow, the last stop on his trip.

Unlike the overtly political homilies the pope delivered earlier on the trip, John Paul pushed politics into the background in speeches at two massive events Tuesday, each attended by close to one million Poles.

The Vatican was uneasy about foreign news media's concentration on the political implications of the pope's tough talk.

"Nothing can be more contrary to the intentions of the Holy Father," said Vatican spokesman Rev. Romeo Pancez, than to say his words and actions had "an intended political character."

Wednesday's mass in Blonie Park. Church officials confess they "have no idea" how many will attend, but it may be 2.5 million.

Ten thousand volunteer marshals have been enlisted to control the crowd.

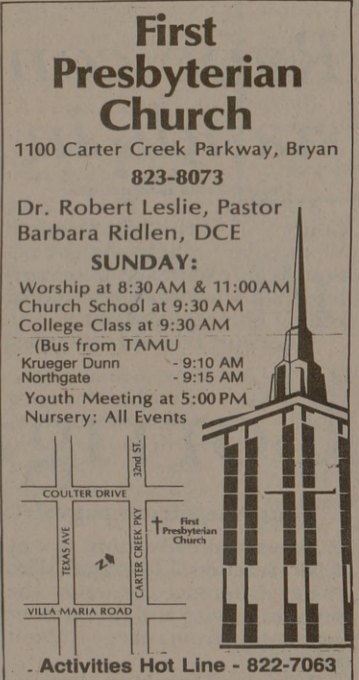
John Paul made room in his formal schedule for a very personal event, prayers at the graves of his parents and other members of his family. The pope made the same homage during his 1979 trip.

The central focus of the Blonie Park mass was the beatification of two Polish monks who fought in a 19th-century rebellion against Russian occupation.

Brother Rafal Kalinowski and Brother Albert Chmielowski, were the second and third Poles the pope has moved to the rank of "blessed," one step below sainthood, on this trip. He beatified Mother Ursula Ledochowska, founder of the "Gray Ursuline" order of nuns, in Poznan Monday.

The pope reserved Thursday for "private matters" before flying to Rome. Besides his meeting with the Walesa family, he was expected to pay a brief visit to his boyhood hometown, Wadowice.

First Presbyterian Church  
1100 Carter Creek Parkway, Bryan 823-8073  
Dr. Robert Leslie, Pastor  
Barbara Ridlen, DCE  
SUNDAY:  
Worship at 8:30 AM & 11:00 AM  
Church School at 9:30 AM  
College Class at 9:30 AM  
(Bus from TAMU)  
Krueger Dunn - 9:10 AM  
Nortigato - 9:15 AM  
Youth Meeting at 5:00 PM  
Nursery: All Events



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