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AG9LVU - STEPHANIE MICAELA

Textbook for tractor semitrailer operations: fourth edition includes current information on hours of service, hazardous materials, cargo securement, in-cab technology; trucking industry history; U.S. regulations; procedures; descriptions of systems, components, use/maintenance requirements; troubleshooting; safe driving; economy driving; regulated activities. Includes end-of-chapter tests, Observation Skills Tests, illustrations, index

This book establishes a proper firefighting mindset and promotes maintaining preparedness for the extreme physical and mental demands of firefighting operations in high-rise and standpipe-equipped buildings ... Among the many valuable topics covered in this book are: standpipe system pressure regulating devices, pressure restricting devices and pressure reducing valves; cautious and disciplined elevator use during high-rise operations; elevator rescue operations; proper engine company suppression selection, including techniques to operate more powerful firefighting weapons with limited manpower; air support operations during high-rise emergencies, with or without an internal resource.

Drive your food truck business to success While food trucks may not be the new kid on the block anymore, it's a segment that continues to swell—and there's still plenty of room for growth. If you have your sights set on taking your culinary prowess on the road, *Running a Food Truck For Dummies, 2nd Edition* helps you find your food niche, follow important rules of conducting business, outfit your moving kitchen, meet safety and sanitation requirements, and so much more. Gone are the days of food trucks offering unappealing prepackaged meals, snacks, and coffee. In today's flourishing food service industry, they're more like restaurants on wheels, offering eager curbside patrons everything from

gourmet tacos and Korean BBQ to gluten-free pastries and healthy vegan fare. Whether you're the owner or operator of an existing food truck business looking to up the ante or a chef, foodie, or gourmand interested in starting your own mobile restaurant endeavor, *Running a Food Truck For Dummies* has you covered. Create a food truck business plan to set yourself up for success Stay profitable by avoiding the most common operating mistakes Harness public relations and social media to build your following Grow from one truck to multiple trucks, restaurants, or a food truck franchise Packed with the latest information on legislation and ordinances, securing loans, and marketing to the all-important Millennials, this one-stop guide helps you cook up a well-done food truck venture in no time!

Pre-incident information gives fire officers the advantage of knowing what to expect when they arrive at a fire. This guide to fire-ground size-up gives firefighters an in-depth and expanded review of fifteen size-up points to help them make decisions that are efficient, effective, and safe.

This classic look at the basics of firefighting provides up-to-date information on firefighting operations beginning with fire behavior and on through to fundamental approaches, strategy, coordination, and tactics of safe fireground activities. The book also discusses operational procedures of ladder and engine companies, along with preplanning routines that departments should follow, and finishes with a look at common fires, along with fires that could require special attention, including the "Big One."

TRB's Commercial Truck and Bus Safety Synthesis Program (CTBSSP) Synthesis 14: The Role of Safety Culture in Preventing Commercial Motor Vehicle Crashes explores practices on developing and enhancing a culture of safety among commercial motor vehicle drivers. The report also examines suggested steps for in-

creasing a safety culture through a series of best practices.

Meant to aid State & local emergency managers in their efforts to develop & maintain a viable all-hazard emergency operations plan. This guide clarifies the preparedness, response, & short-term recovery planning elements that warrant inclusion in emergency operations plans. It offers the best judgment & recommendations on how to deal with the entire planning process -- from forming a planning team to writing the plan. Specific topics of discussion include: preliminary considerations, the planning process, emergency operations plan format, basic plan content, functional annex content, hazard-unique planning, & linking Federal & State operations.

In his new book *Step Up and Lead*, Frank Viscuso--author, speaker, and career deputy chief--shares the secrets of effective fire service leadership, introduces the traits and skills essential for successful fire service leaders, and discusses the importance of customer service. Designed to help you reach the top of your profession, this new book is considered must-read material for anyone who is ready to step up and lead!

The expert instructors at the Seattle Fire Department offer a comprehensive explanation of how to develop and implement an effective air management program for departments of any size. This handbook includes examples from international departments, the newest technology breakthroughs, and more.

1. General collapse information 2. Terms of construction and building design 3. Building construction: firefighting problems and structural hazards 4. Masonry wall collapse 5. Collapse dangers of parapet walls 6. Wood floor collapse 7. Sloping peak roof collapse 8. Timber truss roof collapse 9. Flat roof collapse 10. Lightweight steel roof and floor collapse 11. Lightweight wood truss collapse 12. Ceiling collapse 13. Stairway collapse 14. Fire escape dangers

15. Wood-frame building collapse 16. Collapse hazards of buildings under construction 17. Collapse caused by master stream operations 18. Search-and-rescue at a building collapse 19. Safety precautions prior to collapse 20. Why the World Trade Center Towers collapsed 21. High-rise building collapse 22. Post-fire analysis 23. Early floor collapse EPILOGUE: Are architects, engineers, and code-writing officials friends of the firefighters?

The Art of Reading Buildings focuses on the practical art of reading a building and applying its positive and negative attributes in developing a size-up for fireground operations that center on structure fires. First-due company officers, incident commanders, and safety officers will appreciate the practical “street-wise” lessons captured in the book. Chief officers, training officers, engineers, firefighters, and fire science degree candidates will benefit from the wide range of building construction topics covered in this text. Features include:

- Understand the technical and practical aspects of building construction
- Learn on-the-spot building construction assessment using the authors’ custom Rapid Street-Read Guides
- Develop a quick construction size-up for immediate application to fireground operations
- Recognize firefighter traps in newer and alternative construction methods
- This text covers objectives for the National Fire Academy’s Fire and Emergency Services in Higher Education (FESHE) Building Construction for Fire Protection course

Chief Dunn—the recipient of FDNY’s Lifetime Achievement Award—has updated his classic book on how to identify and survive hazards on the fireground. Dunn attempts to reduce firefighter deaths and injuries year after year by describing the 15 most dangerous tactics and the 13 most recurring fire and explosion environmental dangers, ranked by degree of danger and frequency of occurrence. This indispensable book will help keep every first responder, firefighter, and fire officer out of harm’s way. It is a must-read and reread for every firefighter who responds to fires and emergencies, every company officer who commands a fire company, and every incident commander or safety officer who is responsible for the safety of firefighters on the fireground. NEW TO THIS EDITION • Examination of “aggressive interior firefighting attack” and “nonaggressive attack” • Discussion of risk intensity and risk frequency at the fireground • Visual representation and discussion of the NIST five-stage time/temperature fire growth curve showing temperatures before and after

firefighter venting • Coverage of the Columbia University Capstone Project: FDNY Property Saved Indicator, with a formula to quickly calculate the dollar amount of property saved at a structure fire • Updated statistics, graphs, and charts

The National Fire Protection Association (NFPA) And The International Association of Fire Chiefs (IAFC) are pleased to bring you the Second Edition of Fire Officer: Principles and Practice, a modern integrated teaching and learning system For The Fire Officer I and II levels. Fire officers need to know how to make the transition from fire fighter to leader. Fire Officer: Principles and Practice, Second Edition is designed to help fire fighters make a smooth transition to fire officer. Covering the entire scope of NFPA 1021, Standard for Fire Officer Professional Qualifications, 2009 Edition, Fire Officer combines current content with dynamic features and interactive technology to better support instructors and help prepare future fire officers for any situation that may arise. Safety is Principle! the Second Edition features a laser-like focus on fire fighter safety. Reducing fire fighter injuries and deaths requires the dedicated efforts of every fire fighter, fire officer, fire department, And The entire fire community working together. it is with this goal in mind that we have integrated the 16 Firefighter Life Safety Initiatives developed by the National Fallen Firefighters Foundation into the text. Likewise, In each of the chapters, actual National Fire Fighter Near-Miss Reporting System cases are discussed to drive home safety And The lessons learned from those incidents. Some of the guiding principles added To The new edition include: Description of the “Everybody Goes Home” And The National Fire Fighter Near-Miss Reporting System, including over a dozen company officer near-miss examples throughout the text. Description of the IAFC/IAFF Firefighter Safety and Deployment Study. The latest fire fighter death and injury issues as reported by the NFPA® National Fallen Firefighters Foundation, IAFC, and IAFF, including results of a thirty-year retrospective study. Changes in fire-ground accountability and rapid intervention practices. Results of National Institute of Standards and Technology research on wind-driven fires, thermal imaging cameras, and fire dynamics as related to fire fighter survival. The latest developments in crew resource management. The Second Edition also reflects the latest developments in: Building a personal development plan through education, training, self-development, and experience, including a description of the Fire and Emergency Services Higher Education

(FESHE) program. The impact of blogs, video sharing, and social networks. How to budget for a grant. Changes in the National Response Framework and National Incident Management System. Additional items related to fire fighter safety and health are included. Click here to view a sample chapter from Fire Officer: Principles and Practice, Second Edition .

Drive to Survive: The Art of Wheeling the Rig provides an in-depth examination of fire apparatus vehicle dynamics. This is not your average “driver training” textbook. Fire apparatus operators must understand how a vehicle maneuvers at roadway speed, and more importantly...why does it crash? Just as a doctor cannot heal the human body without a thorough understanding of anatomy and physiology, an emergency vehicle operator cannot safely drive a fire apparatus without an in-depth knowledge of vehicle dynamics. Drive to Survive goes beyond talking about pump operations, aerial operations, and preventative maintenance; it fills in the gaps between vehicle dynamics and crash causation. After 15 years of training and research, Chris Daly developed a training program combining his fire service and crash reconstruction training experience. This book provides an in-depth knowledge of topics required in the following NFPA standards: --NFPA 1002 “Standard for Fire Apparatus Driver/Operator Professional Qualifications” --NFPA 1451 “Standard for Fire and Emergency Service Vehicle Operations Training Programs” --NFPA 1500 “Standard on Fire Department Occupational Health and Safety Program” Fire apparatus operators will learn the limits of driving an emergency vehicle and will understand that no matter how long they have been driving or how good they think they are, at some point physics will take over and the vehicle will lose control. We can reduce the number of emergency vehicle crashes throughout the world by addressing key issues and providing emergency vehicle operations course (EVOC) instructors with methods to convey these concepts. Concepts you learn in this book relate to more than just driving a fire apparatus. These principles apply to anyone who drives a vehicle, including your family members and loved ones.

A nationally recognized author looks at both the similarities and differences in the engine company operations practiced by fire departments throughout the United States. He discusses the equipment, staffing, and operations of engine company firefighters at structural fires and emergencies.

This textbook helps technical rescue professionals remain safe

and capable by delivering the most current practical skills and information available on today's increasingly technical vehicles.

This is the second edition of *The Tractor Trailer Book*. Author Jimmy Cox, a professional tractor trailer driver for the past 15 years, has added two new chapters: *Backing Basics*, and *Delivery Examples*. He has incorporated some suggestions and comments from his popular series of training videos in this new edition such as describing exact turns of the steering wheel. Also included is an updated version of how to back into truck stop parking spaces. This is a more visual edition with 58 diagrams illustrating situations that drivers encounter on a typical work day.

The National Fire Protection Association (NFPA) and Jones & Bartlett Learning are pleased to bring you the fourth edition of *Engine Company Fireground Operations*. This expanded edition incorporates the latest recommendations from UL and the National Institute of Standards and Technology (NIST) into every aspect of fire attack and ventilation and presents an extensive study of engine company fire ground operations. This new edition is an ideal resource for fire service personnel preparing for promotion or studying for a civil service examination. Firefighters and company officers will gain knowledge in fire science, building construction, and the effects of burning modern fuels that result in extreme fire behavior. Specific features include: Detailed illustrations that show the tactics and approaches described in each chapter Case studies of strategies and tactics that resulted in firefighter line of duty deaths, as well as those that were successful, incorporated into the recommended practices of engine company fire attack, rescue, and ventilation Detailed information on size-up that applies risk management principles to the Value-Time-Size method, which considers survivability profiling and threshold limits, identifying problems, selecting strategies and tactics, developing a quick incident action plan, and applying a functional accountability system for safety A significant emphasis on attacking residential and commercial basement fires A one-of-its-kind chapter on fireground operations and responsibilities for company level high-rise firefighting, with special attention paid to fire behavior within high-rise buildings In-depth coverage of all the basic engine company responsibilities, including: Equipment Initial hose lays and water supplies The deployment of attack, back-up, and exposure hose lines Rapid intervention teams Search and rescue Master streams Fire protection systems Standpipe operations Salvage

and overhaul

Few cities are without highrise buildings. Yet through no fault of their own, few fire departments really know much about managing highrise emergencies. They tend to treat them as big house fires, rushing to get water on the fire with no consideration of building occupants. They equip engine companies with standard hose packs that are incompatible with some of their standpipe systems. They calculate their pump pressures using formulas intended for old dry pipe systems, resulting in ineffective streams. They don't prepare firefighters for the intricacies of elevator systems. Their firefighters know nothing of the smoke control systems they are expected to interface with. They know nothing of the possibly debilitating nature of PRVs, of redundant power systems, of the threat smoke towers may impose on them. Highrise fires don't happen often. A firefighter or officer may only get one chance at it. This book gives him/her the tools needed to perform intelligently and professionally.

Structural Fire Fighting: Truck Company Skills and Tactics 2nd Edition is designed to be a resource for those who engage in "truck work" on the fireground. Building on concepts introduced in the *Essentials of Fire Fighting*, this manual provides more detailed information on topics like forcible entry, fireground search and rescue, horizontal and vertical ventilation, rapid intervention, loss control, and many other responsibilities traditionally assigned to truck companies. This manual builds on the information contained in *Fireground Support Operations 1st Edition* and has a special focus on safe fireground operations. Each chapter begins with Safety Points that highlight specific safety reminders for tasks addressed in the chapter. In addition, a scenario at the end of each chapter encourages the reader to apply concepts that have been learned.

The third edition of *Legal Considerations for Fire & Emergency Services* is a reader-friendly guide to the challenging legal issues that firefighters and emergency service personnel encounter. Written by J. Curtis Varone, a practicing attorney as well as an experienced firefighter, this book explores such key topics as fire department liability, search and seizure, sovereign immunity, overtime laws, collective bargaining, OSHA compliance, workers' compensation, physical abilities testing, medical examinations, drug testing, discrimination, and sexual harassment. It is a perfect textbook for any course on fire service law as well as an indispensable desk reference for day-to-day fire department administration. Features of

the new 3rd Edition: • Updated cases on several topics including residency requirements, employment discrimination, and more • Expanded treatment of hot topics such as digital imagery, social media, and electronic surveillance • Meets the latest requirements for FESHE's Legal Aspects of the Fire Service curriculum • Many new photos and graphics to help connect cases to day-to-day issues in the fire service • Coverage of recent changes to search and seizure law, use of digital photos and social media by emergency personnel, and fire department liability

In his latest book, author Skip Coleman takes a comprehensive look at search for the fire service.

Searching Smarter defines the three most common types of search (the standard, oriented, and team search) and applies them to existing common occupancy types (residential and commercial occupancy). It also discusses the relationship between command and other divisions/groups, search basics, and reading buildings for search.

It is an important resource for fire fighters riding all apparatus types, company and chief officers, and paid and volunteer fire fighters.

Ventilation can make or break the outcome of a fire. Ensuring its success requires a knowledge of how it works and what precautions must be taken. *Coordinating Ventilation: Supporting Extinguishment and Survivability* examines ventilation and its relationship to fire behavior to identify how it affects the fire, operations, and—most importantly—victim survivability. Ventilation can be universally applied, from the smallest rural community to the largest metropolitan city. FEATURES: --Guiding principles and practices to help streamline your decision-making process and improve our overall effectiveness and efficiency -- Common pitfalls and the associated misconceptions to reduce potential errors and avoidable losses --A functional understanding of ventilation and the methods for its execution so that you can make the right call for your fireground WHAT OTHERS ARE SAYING: "As you read *Coordinating Ventilation*, Nicholas Papa not only shares his knowledge and experience, but the credible experiences of fire service professionals who have practiced the successes and failures of ventilation as to what is appropriate to the how, when, where, and why." —Gerald "Jerry" Tracy, Battalion

Commander, FDNY (ret.) "Nick Papa left me with an immediate impression of a street-smart firefighter and an educator who gets fire behaviour in the most realist of terms. He imparts his messages through golden tactical nuggets learned, not only through intensive study, but also with practical, first-hand experience. Nick will undoubtedly be a great fire service educator for decades to come, so take every opportunity to listen to his message." —Paul Grimwood, Crew Commander, London Fire Brigade (ret.) "Nick Papa does a fantastic job of taking scientific concepts and language and making them understandable in execution on the fireground. This is not an easy task. I highly recommend this book as a practical application tool for the coordination of tactical objectives on the fireground." —Chris Stewart, Deputy Chief, Phoenix Fire Department

The 1st edition of *Structural Fire Fighting: Initial Strategy and Tactics* is intended to provide fire personnel with the knowledge needed to deploy resources in the first 10 minutes of any structural fire incident. The manual is designed to help the reader develop a logical decision-making process for determining incident priorities, strategies, and tactics regardless of the available resources or configuration of the emergency services organization. Scenarios for residential, commercial, and special hazard incidents are included with recommended best practices and considerations. Training officers can use these scenarios, modified to local resources and realities, to develop classroom discussions or field simulations. This manual is a companion to *Structural Fire Fighting: Truck Company Skills and Tactics*, 2nd edition and the soon to be released *Structural Fire Fighting: High Rise Fire Fighting*. Each chapter of the manual contains learning objectives, key terms, and review questions to assist the reader in understanding the material.

A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case" on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's *Project Management Case Studies* features a number of new cases covering value measurement in project management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case studies drawn from real companies to illustrate both success-

ful and poor implementation of project management Represents a wide range of industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam *Project Management Case Studies, Fourth Edition* is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, *Project Management: A Systems Approach to Planning, Scheduling, and Controlling*. (PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.)

This outstanding text presents complete coverage of truck company operational procedures. *Truck Company Fireground Operations* describes procedures for working structural fires, and helps you train responders on rescue, ventilation, forcible entry, salvage, and more!

Understanding hydraulics and pump operations doesn't have to be difficult, and it is of key importance to the science of fire engineering. Putting all the pieces together correctly so that the right stream is brought to the fire is essential to effective fireground operations. In the second edition of *Fire Service Hydraulics and Pump Operations*, author Paul Spurgeon, engineer/pump operator with the Denver Fire Department, breaks down the sometimes difficult-to-understand formulas of hydraulics and pumps into easily learned steps, taking care to explain the hows and whys of each formula discussed. Using an in-the-street, practical approach, Spurgeon teaches readers how to develop proper fire streams as well as how they relate to overall fireground strategies. He covers hydraulics and pumps extensively—from the properties of water to its supply to pumping to sprinkler systems and foams. So readers can put what they've learned into practice, Spurgeon provides both end-of-chapter tests and practice sets at the end of the book, complete with answers so that readers can check their knowledge. The second edition includes numerous updates and additions, including the Rule of Thumb chapter that illustrates how to perform these complex calculations while under stress on the fireground. This text meets the learning objectives

for FESHE Fire Protection Hydraulics and Water Supply course work. Features and Benefits: • Summary of chapter formulas • End-of-chapter tests with answers • Practice sets with answers to further test your understanding

Now in its second edition *Maritime Economics* provides a valuable introduction to the organisation and workings of the global shipping industry. The author outlines the economic theory as well as many of the operational practicalities involved. Extensively revised for the new edition, the book has many clear illustrations and tables. Topics covered include: * an overview of international trade * Maritime Law * economic organisation and principles * financing ships and shipping companies * market research and forecasting.

One of the fire service's most well-known and respected leaders reveals principles and events that have shaped his and other chief's careers and leadership values that no "cookie-cutter" leadership or management book can provide. The real-world experiences and lessons that are vividly detailed in the book provide a roadmap for any aspiring firefighter wishing to be promoted, a company or chief officer looking to go to the next level, or a fire chief who wishes to further develop their leadership skills. *Fully Involved Leadership*, written by Chief Gary Ludwig addresses the tenets of leading firefighters at all ranks and levels, and provides a blueprint for not only motivating firefighters but inspiring them; not showing them how much you know, but how much you care; that leadership is not a position or title - it is an action and examples; reminding you that rank does not equate to leadership, the inverted table of organization, and much more! *Fully Involved Leadership* is filled with powerful leadership topics and at its core addresses the values of trust; the two key qualities needed to be a fire service leader - character and competence; how to keep your emotions in check by using I before E - intelligence before emotions; how to keep from making a wrong decision; why it is important to show honor to your firefighters, plus a whole lot more! Chief Ludwig offers warm and engaging stories of not only his experiences but other chief officers and how they learned from their mistakes when it comes to leadership. Chief Ludwig provides insights and hard lessons learned that makes you reflect upon the question, "Who would you follow if your life depended upon it?"

This second edition of *Fire Service Pump Operator* has been thoroughly updated to serve as a complete training solution that ad-

dresses pump operation, safe driving techniques, tiller and aerial apparatus operation, and water supply considerations. From basic apparatus maintenance to fire pump theory and advanced hydraulic calculations, this single manual covers everything a fire service driver/operator needs to know. Fire Service Pump Operator: Pump, Aerial, Tiller, and Mobile Water Supply, Second Edition meets and exceeds the job performance requirements of Chapters 4, 5, and 10 of NFPA 1002, Fire Apparatus Driver/Operator Professional Qualifications, 2014 Edition. It also addresses all of the course outcomes from the National Fire Academy's Fire and Emergency Services Higher Education (FESHE) Associates (Core) Fire Protection Hydraulics and Water Supply course.

Covers forcible entry, fireground search and rescue, horizontal and vertical ventilation, rapid intervention, loss control, and many other responsibilities traditionally assigned to truck companies.

This Classic Text Describes And Illustrates Engine Company Procedures For Working Structural Fires. From Water Supply To Extinguishing Agents, The Complete Range Of Operations Is Covered In Engine Company Fireground Operations.

Authored by two of the leading authorities in the field, this guide offers readers the knowledge and skills needed to achieve proficiency with embedded software.

Author John Mittendorf has completely rewritten his best-selling book, Truck Company Operations, a must-have for all firefighters who are assigned to the truck and who have responsibilities for the truck on the fireground. The new second edition covers the many aspects, tasks, and functions of a truck company, and contains new and expanded information related to search, reading a

building, reading smoke, the Ten Commandments of truck company operations, operating truck apparatus, and more--all from a truck company perspective.

In this all-encompassing new guide, veteran fire chief and best selling author John Mittendorf explains the subtle requirements of the promotional interview process. This book is designed to help fire fighters avoid the common pitfalls of poor interviews by teaching them: - How to develop a balanced study program - Why the first 60 seconds of an interview are critical, and what you can do to make a good impression - How to relate your qualifications to the position sought - What to expect in the opening, body, and closing questions of an interview - Typical opening questions - How to define and prepare an opening response for the positions of engineer, sergeant, lieutenant, captain, and battalion chief

Alex Rogo is a harried plant manager working ever more desperately to try and improve performance. His factory is rapidly heading for disaster. So is his marriage. He has ninety days to save his plant - or it will be closed by corporate HQ, with hundreds of job losses. It takes a chance meeting with a colleague from student days - Jonah - to help him break out of conventional ways of thinking to see what needs to be done. Described by Fortune as a 'guru to industry' and by Businessweek as a 'genius', Eliyahu M. Goldratt was an internationally recognized leader in the development of new business management concepts and systems. This 20th anniversary edition includes a series of detailed case study interviews by David Whitford, Editor at Large, Fortune Small Business, which explore how organizations around the world have been

transformed by Eli Goldratt's ideas. The story of Alex's fight to save his plant contains a serious message for all managers in industry and explains the ideas which underline the Theory of Constraints (TOC) developed by Eli Goldratt. Written in a fast-paced thriller style, The Goal is the gripping novel which is transforming management thinking throughout the Western world. It is a book to recommend to your friends in industry - even to your bosses - but not to your competitors!

Building upon the previous editions, this textbook is a first course in stochastic processes taken by undergraduate and graduate students (MS and PhD students from math, statistics, economics, computer science, engineering, and finance departments) who have had a course in probability theory. It covers Markov chains in discrete and continuous time, Poisson processes, renewal processes, martingales, and option pricing. One can only learn a subject by seeing it in action, so there are a large number of examples and more than 300 carefully chosen exercises to deepen the reader's understanding. Drawing from teaching experience and student feedback, there are many new examples and problems with solutions that use TI-83 to eliminate the tedious details of solving linear equations by hand, and the collection of exercises is much improved, with many more biological examples. Originally included in previous editions, material too advanced for this first course in stochastic processes has been eliminated while treatment of other topics useful for applications has been expanded. In addition, the ordering of topics has been improved; for example, the difficult subject of martingales is delayed until its usefulness can be applied in the treatment of mathematical finance.