APPENDIX B
LEVEL OF SERVICE DEFINITIONS

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All capacity analyses are based on the procedures specified by the Transportation Research Board, Special Report 209: *Highway Capacity Manual (HCM),* 2000. Levels of service (LOS) range from A to F. A brief description of each level of service for signalized and unsignalized intersections is provided below:

{ **Signalized Intersections:** Level of service is based upon the traffic volume present in each lane on the roadway, the capacity of each lane at the intersection and the delay associated with each directional movement. The levels of service for signalized intersections are defined below:

v Level of Service A describes operations with very low average delay per vehicle, i.e., less than 10.0 seconds. This occurs when progression is extremely favorable, and most vehicles arrive during the green phase. Most vehicles do not stop. Short signal cycle lengths may also contribute to low delay.

v Level of Service B describes operations with average delay in the range of 10.1 to 20.0 seconds per vehicle. This generally occurs with good progression and/or short cycle lengths. More vehicles stop than for LOS A, causing higher levels of average delay.

v Level of Service C describes operations with delay in the range of 20.1 to 35.0 seconds per vehicle. These higher delays may result from fair progression and/or longer cycle lengths. Individual cycle failures may begin to appear at this level. The number of vehicles stopping is significant at this level although many still pass through the intersection without stopping. This is generally considered the lower end of the range of the acceptable level of service in rural areas.

v Level of Service D describes operations with delay in the range of 35.1 to 55.0 seconds per vehicle. At LOS D, the influence of congestion becomes more noticeable. Longer delays may result from some combination of unfavorable progression, long cycle lengths, and/or high traffic volumes as compared to the roadway capacity. Many vehicles are required to stop and the number of vehicles that do not have to stop declines. Individual signal cycle failures, where all waiting vehicles do not clear the intersection during a single green time, are noticeable. This is generally considered the lower end of the range of the acceptable level of service in urban areas.

v Level of Service E describes operations with delay in the range of 55.1 to 80.0 seconds per vehicle. These higher delay values generally indicate poor progression, long cycle lengths, and high traffic volumes. Individual cycle failures are frequent occurrences. LOS E has been set as the limit of acceptable conditions.

v Level of Service F describes operations with average delay in excess of 80.0 seconds per vehicle. This is considered to be unacceptable to most drivers. This condition often occurs with over-saturation, i.e., when traffic arrives at a flow rate that exceeds the capacity of the intersection. It may also occur at high volumes with many individual cycle failures. Poor progression and long cycle lengths may also contribute to such delays.

{ **Unsignalized Intersections:** At an unsignalized intersection, the major street through traffic and right turns are assumed to operate unimpeded and therefore receive no level of service

rating. The level of service for the minor street and the major street left turn traffic is dependent on the volume and capacity of the available lanes, and, the number and frequency of acceptable gaps in the major street traffic to make a conflicting turn. The level of service grade is provided for each conflicting movement at an unsignalized intersection and is based on the total average delay experienced by each vehicle. The delay includes the time it takes a vehicle to move from the back of a queue through the intersection.

The unsignalized intersection level of service analysis does not account for variations in driver behavior or the effects of nearby traffic signals. Therefore, the results from this analysis usually indicates worse levels of service than may be experienced in the field. The unsignalized intersection level of service descriptions are provided below:

v Level of Service A. Describes operations where there is very little to no conflicting traffic for a minor side street movement, i.e., an average total delay of less than 10.0 seconds per vehicle.

v Level of Service B. Describes operations with average total delay in the range of 10.1 to 15.0 seconds per vehicle.

v Level of Service C. Describes operations with average total delay in the range of 15.1 to 25.0 second per vehicle.

v Level of Service D. Describes operations with average total delay in the range of 25.1 to 35.0 seconds per vehicle.

v Level of Service E. Describes operations with average total delay in the range of 35.1 to 50.0 seconds per vehicle.

v Level of Service F. Describes operations with average total delay of 50 seconds per vehicle. LOS F exists when there are insufficient gaps of suitable size to allow a side street demand to cross safely through or enter a major street traffic stream. This level of service is generally evident from extremely long total delays experienced by side street traffic and by queuing on the minor approaches. It is important to note that LOS F may not always result in long queues but may result in adjustments to normal driver behavior.