

LEVEL OF SERVICE DEFINITIONS

In rating roadway and intersection operating conditions with existing or future traffic volumes, “Levels of Service” (LOS) A through F are used, with LOS A indicating very good operation and LOS F indicating poor operation. Levels of service at signalized and unsignalized intersections are closely associated with vehicle delays experienced in seconds per vehicle. More complete level of service definitions and delay data for signal and stop sign controlled intersections are contained in the following table for reference.

Level of Service Rating	Delay in seconds per vehicle (a)		Definition
	Signalized	Unsignalized	
A	0.0 to 10.0	0.0 to 10.0	Low vehicular traffic volumes; primarily free flow operations. Density is low and vehicles can freely maneuver within the traffic stream. Drivers are able to maintain their desired speeds with little or no delay.
B	10.1 to 20.0	10.1 to 15.0	Stable vehicular traffic volume flow with potential for some restriction of operating speeds due to traffic conditions. Vehicle maneuvering is only slightly restricted. The stopped delays are not bothersome and drivers are not subject to appreciable tension.
C	20.1 to 35.0	15.1 to 25.0	Stable traffic operations, however the ability for vehicles to maneuver is more restricted by the increase in traffic volumes. Relatively satisfactory operating speeds prevail, but adverse signal coordination or longer vehicle queues cause delays along the corridor.
D	35.1 to 55.0	25.1 to 35.0	Approaching unstable vehicular traffic flow where small increases in volume could cause substantial delays. Most drivers are restricted in ability to maneuver and selection of travel speeds due to congestion. Driver comfort and convenience are low, but tolerable.
E	55.1 to 80.0	35.1 to 50.0	Traffic operations characterized by significant approach delays and average travel speeds of one-half to one-third the free flow speed. Vehicular flow is unstable and there is potential for stoppages of brief duration. High signal density, extensive vehicle queuing, or corridor signal progression/timing are the typical causes of vehicle delays at signalized corridors.
F	> 80.0	> 50.0	Forced vehicular traffic flow and operations with high approach delays at critical intersections. Vehicle speeds are reduced substantially and stoppages may occur for short or long periods of time because of downstream congestion.

(a) Delay ranges based on 2010 Highway Capacity Manual criteria.