Appendix B

Description of Level-of-Service Methods and Criteria

Appendix B

LEVEL OF SERVICE CONCEPT

Level of service (LOS) is a concept developed to quantify the degree of comfort (including such elements as travel time, number of stops, total amount of stopped delay, and impediments caused by other vehicles) afforded to drivers as they travel through an intersection or roadway segment. Six grades are used to denote the various LOS from A to F.[1]

SIGNALIZED INTERSECTIONS

The six LOS grades are described qualitatively for signalized intersections in Table B1. Additionally, Table B2 identifies the relationship between level of service and average stopped delay per vehicle. Using this definition, LOS D is generally considered to represent the minimum acceptable design standard.

Table B1
Level of Service Definitions (Signalized Intersections)

Level of Service	Average Delay per Vehicle
A	Very low average stopped delay, less than five seconds per vehicle. This occurs when progression is extremely favorable, and most vehicles arrive during the green phase. Most vehicles do not stop at all. Short cycle lengths may also contribute to low delay.
B	Average stop delay is in the range of 5.1 to 15.0 seconds per vehicle. This generally occurs with good progression and/or short cycle lengths. More vehicles stop than for a LOS A, causing higher levels of average delay.
C	Average stop delay is in the range of 15.1 to 25.0 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.
D	Average stopped delays are in the range of 25.1 to 40.0 seconds per vehicle. The influence of congestion becomes more noticeable. Longer delays may result from some combination of unfavorable progression, long cycle length, or high volume/capacity ratios. Many vehicles stop, and the proportion of vehicles not stopping declines. Individual cycle failures are noticeable.
E	Average stop delay is in the range of 40.1 to 60.0 seconds per vehicle. This is considered to be the limit of acceptable delay. These high delay values generally indicate poor progression, long cycle lengths, and high volume/capacity ratios. Individual cycle failures are frequent occurrences.
F	Average stop delay is in excess of 60 seconds per vehicle. This is considered to be unacceptable to most drivers. This condition often occurs with oversaturation. It may also occur at high volume/capacity ratios below 1.0 with many individual cycle failures. Poor progression and long cycle lengths may also contribute to such high delay values.

1 Most of the material in this appendix is adapted from the Transportation Research Board, *Highway Capacity Manual*, Special Report 209 (1994).

Table B2
Level of Service Criteria for Signalized Intersections

Level of Service	Stopped Delay per Vehicle (Seconds)
A	# 5.0
B	5.1 to 15.0
C	15.1 to 25.0
D	25.1 to 40.0
E	40.1 to 60.0
F	> 60

UNSIGNALIZED INTERSECTIONS

Unsignalized intersections include two-way stop-controlled (TWSC) and all-way stop-controlled (AWSC) intersections. The *1994 Highway Capacity Manual* provides new models for estimating total vehicle delay at both TWSC and AWSC intersections. Unlike signalized intersections, where LOS is based on stopped delay, unsignalized intersections base LOS on total vehicle delay. A qualitative description of the various service levels associated with an unsignalized intersection is presented in Table B3. A quantitative definition of LOS for unsignalized intersections is presented in Table B4. Using this definition, LOS E is generally considered to represent the minimum acceptable design standard.

Table B3
Level of Service Criteria for Unsignalized Intersections

Level of Service	Average Delay per Vehicle to Minor Street
A	• Nearly all drivers find freedom of operation. • Very seldom is there more than one vehicle in queue.
B	• Some drivers begin to consider the delay an inconvenience. • Occasionally there is more than one vehicle in queue.
C	• Many times there is more than one vehicle in queue. • Most drivers feel restricted, but not objectionably so.
D	• Often there is more than one vehicle in queue. • Drivers feel quite restricted.
E	• Represents a condition in which the demand is near or equal to the probable maximum number of vehicles that can be accommodated by the movement. • There is almost always more than one vehicle in queue. • Drivers find the delays approaching intolerable levels.
F	• Forced flow. • Represents an intersection failure condition that is caused by geometric and/or operational constraints external to the intersection.

Table B4
Level of Service Criteria for Unsignalized Intersections

Level of Service	Average Total Delay per Vehicle (Seconds)
A	< 5.0
B	5.1 to 10.0
C	10.1 to 20.0
D	20.1 to 30.0
E	30.1 to 45.0
F	> 45.0

It should be noted that the LOS criteria for unsignalized intersections are somewhat different than the criteria used for signalized intersections. The primary reason for this difference is that drivers expect different levels of performance from different kinds of transportation facilities. The expectation is that a signalized intersection is designed to carry higher traffic volumes than an unsignalized intersection. Additionally, there are a number of driver behavior considerations that combine to make delays at signalized intersections less onerous than at unsignalized intersections. For example, drivers at signalized intersections are able to relax during the red interval, while drivers on the minor street approaches to TWSC intersections must remain attentive to the task of identifying acceptable gaps and vehicle conflicts. Also, there is often much more variability in the amount of delay experienced by individual drivers at unsignalized intersections than signalized intersections. For these reasons, it is considered that the total delay threshold for any given LOS is less for an unsignalized intersection than for a signalized intersection. **While overall intersection LOS is calculated for AWSC intersections, LOS is only calculated for the minor approaches and the major street left turn movements at TWSC intersections.** No delay is assumed to the major street through movements. For TWSC intersections, the overall intersection LOS is defined by the movement having the worst LOS (typically a minor street left turn).