

Level of Service Definitions

The relationship of travel demand compared to the roadway capacity determines the level of service (LOS) of a roadway. Six levels of service identify the range of possible conditions. Designations range from LOS A, which represents the best operating conditions, to LOS F, which represents the worst operating conditions.

Design requirements for roadways vary according to the desired capacity and level of service. LOS D indicates “practical capacity” of a roadway, or the capacity at which the public begins to express dissatisfaction. Recommended improvements and overall design of the transportation plan were based upon achieving a minimum LOS D on existing facilities and a LOS C on new facilities. The six levels of service are described below and illustrated in the following figures.

- **LOS A**: Describes primarily free flow conditions. The motorist experiences a high level of physical and psychological comfort. The effects of minor incidents of breakdown are easily absorbed. Even at the maximum density, the average spacing between vehicles is about 528 ft, or 26 car lengths.
- **LOS B**: Represents reasonably free flow conditions. The ability to maneuver within the traffic stream is only slightly restricted. The lowest average spacing between vehicles is about 330 ft, or 18 car lengths.
- **LOS C**: Provides for stable operations, but flows approach the range in which small increases will cause substantial deterioration in service. Freedom to maneuver is noticeably restricted. Minor incidents may still be absorbed, but the local decline in service will be great. Queues may be expected to form behind any significant blockage. Minimum average spacing is in the range of 220 ft, or 11 car lengths.
- **LOS D**: Borders on unstable flow. Density begins to deteriorate somewhat more quickly with increasing flow. Small increases in flow can cause substantial deterioration in service. Freedom to maneuver is severely limited, and the driver experiences drastically reduced comfort levels. Minor incidents can be expected to create substantial queuing. At the limit, vehicles are spaced at about 165 ft, or 9 car lengths.
- **LOS E**: Describes operation at capacity. Operations at this level are extremely unstable, because there are virtually no usable gaps in the traffic stream. Any disruption to the traffic stream, such as a vehicle entering from a ramp, or changing lanes, requires the following vehicles to give way to admit the vehicle. This can establish a disruption wave that propagates through the upstream traffic flow. At capacity, the traffic stream has no ability to dissipate any disruption. Any incident can be expected to produce a serious breakdown with extensive queuing. Vehicles are spaced at approximately 6 car lengths, leaving little room to maneuver.
- **LOS F**: Describes forced or breakdown flow. Such conditions generally exist within queues forming behind breakdown points.

Level of Service Illustrations

Level of Service A



Driver Comfort: High

Maximum Density:

12 passenger cars per mile per lane

Level of Service B



Driver Comfort: High

Maximum Density:

20 passenger cars per mile per lane

Level of Service C



Driver Comfort: Some Tension

Maximum Density:

30 passenger cars per mile per lane

Level of Service D



Driver Comfort: Poor

Maximum Density:

42 passenger cars per mile per lane

Level of Service E



Driver Comfort: Extremely Poor

Maximum Density:

67 passenger cars per mile per lane

Level of Service F



Driver Comfort: The lowest

Maximum Density:

More than 67 passenger cars per mile per lane

Source: 2000 Highway Capacity Manual