

Appendix E

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 [Figure X](#).

- ❖ **LOS A:** Describes free-flow operations. Free Flow Speed (FFS) prevails and vehicles are almost completely unimpeded in their ability to maneuver within the traffic stream. The effects of incidents or point breakdowns are easily absorbed.
- ❖ **LOS B:** Represents reasonably free-flow operations, and FFS is maintained. The ability to maneuver within the traffic stream is only slightly restricted, and the general level of physical and psychological comfort provided to drivers is still high. The effects of minor incidents and point breakdowns are still easily absorbed.
- ❖ **LOS C:** Provides for flow with speeds near the FFS. Freedom to maneuver within the traffic stream is noticeably restricted, and lane changes require more care and vigilance on the part of the driver. Minor incidents may still be absorbed, but the local deterioration in service quality will be significant. Queues may be expected to form behind any significant blockages.
- ❖ **LOS D:** The level at which speeds begin to decline with increasing flows, with density increasing more quickly. Freedom to maneuver within the traffic stream is seriously limited and drivers experience reduced physical and psychological comfort levels. Even minor incidents can be expected to create queuing, because the traffic stream has little space to absorb disruptions.
- ❖ **LOS E:** Describes operation at capacity. Operations at this level are highly volatile because there are virtually no usable gaps within the traffic stream, leaving little room to maneuver within the traffic stream. Any disruption to the traffic stream, such as vehicles entering from a ramp or a vehicle changing lanes, can establish a disruption wave that propagates throughout the upstream traffic flow. At capacity, the traffic stream has no ability to dissipate even the most minor disruption, and any incident can be expected to produce a serious breakdown and substantial queuing. The physical and psychological comfort afforded to drivers is poor.
- ❖ **LOS F:** Describes breakdown, or unstable flow. Such conditions exist within queues forming behind bottlenecks.

Figure X - Level of Service Illustrations



LOS A



LOS B



LOS C



LOS D



LOS E



LOS F

Source: 2010 Highway Capacity Manual, Exhibit 11-4