

## Appendix E

### Level of Service Definitions

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### Signalized Intersections

Level of Service	Control Delay per Vehicle (seconds)	Interpretation
A	$\leq 10$	EXCELLENT. Extremely favourable progression with most vehicles arriving during the green phase. Most vehicles do not stop and short cycle lengths may contribute to low delay.
B	$> 10 \text{ and } \leq 20$	VERY GOOD. Very good progression and/or short cycle lengths with slightly more vehicles stopping than LOS "A" causing slightly higher levels of average delay.
C	$> 20 \text{ and } \leq 35$	GOOD. Fair progression and longer cycle lengths lead to a greater number of vehicles stopping than LOS "B".
D	$> 35 \text{ and } \leq 55$	FAIR. Congestion becomes noticeable with higher average delays resulting from a combination of long cycle lengths, high volume-to-capacity ratios and unfavourable progression.
E	$> 55 \text{ and } \leq 80$	POOR. Lengthy delays values are indicative of poor progression, long cycle lengths and high volume-to-capacity ratios. Individual cycle failures are common with individual movement failures also common.
F	$> 80$	UNSATISFACTORY. Indicative of oversaturated conditions with vehicular demand greater than the capacity of the intersection.

Adapted from Highway Capacity Manual 2000, Transportation Research Board

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### Two-Way Stop Controlled Intersections

Level of Service	Control Delay per Vehicle (seconds)	Interpretation
A	$\leq 10$	EXCELLENT. Large and frequent gaps in traffic on the main roadway. Queuing on the minor street is rare.
B	$> 10$ and $\leq 15$	VERY GOOD. Many gaps exist in traffic on the main roadway. Queuing on the minor street is minimal.
C	$> 15$ and $\leq 25$	GOOD. Fewer gaps exist in traffic on the main roadway. Delay on minor approach becomes more noticeable.
D	$> 25$ and $\leq 35$	FAIR. Infrequent and shorter gaps in traffic on the main roadway. Queue lengths develop on the minor street.
E	$> 35$ and $\leq 50$	POOR. Very infrequent gaps in traffic on the main roadway. Queue lengths become noticeable.
F	$> 50$	UNSATISFACTORY. Very few gaps in traffic on the main roadway. Excessive delay with significant queue lengths on the minor street.

Adapted from Highway Capacity Manual 2000, Transportation Research Board