

APPENDIX C:

Level of Service Definitions

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Two-Way Stop Controlled Intersections

Level of Service	Control Delay per Vehicle (seconds)	Interpretation
A	≤ 10	EXCELLENT. Large and frequent gaps in traffic on the main roadway. Queuing on the minor street is rare.
B	> 10 and ≤ 15	VERY GOOD. Many gaps exist in traffic on the main roadway. Queuing on the minor street is minimal.
C	> 15 and ≤ 25	GOOD. Fewer gaps exist in traffic on the main roadway. Delay on minor approach becomes more noticeable.
D	> 25 and ≤ 35	FAIR. Infrequent and shorter gaps in traffic on the main roadway. Queue lengths develop on the minor street.
E	> 35 and ≤ 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

Signalized Intersections

Level of Service	Control Delay per Vehicle (seconds)	Interpretation
A	≤ 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