

A3

**Level of Service:
Criteria and Definitions**

Level of Service Criteria

Highway Capacity Manual 2000

SIGNALIZED INTERSECTIONS

Level of Service is a qualitative measure describing operational conditions within a traffic stream, based on service measures such as speed and travel time, freedom to maneuver, traffic interruptions, comfort, and convenience. Level of Service for signalized intersections is defined in terms of delay specifically, average total delay per vehicle for a 15 minute analysis period. The ranges are as follows:

Level of Service	Control Delay per vehicle (seconds)
A	< 10
B	10 – 20
C	20 – 35
D	35 – 55
E	55 – 80
F	>80

UNSIGNALIZED INTERSECTIONS

Level of Service for unsignalized intersections is also defined in terms of delay. However, the delay criteria are different from a signalized intersection. The primary reason for this is driver expectation that a signalized intersection is designed to carry higher volumes than an unsignalized intersection. The total delay threshold for any given Level of Service is less for an unsignalized intersection than for a signalized intersection. The ranges are as follows:

Level of Service	Control Delay per vehicle (seconds)
A	< 10
B	10 – 15
C	15 – 25
D	25 – 35
E	35 - 50
F	>50