

WHAT IS LEVEL OF SERVICE?

A primer from the Department of Transportation



Level of Service (LOS) is a general measure of traffic operating conditions whereby a letter grade, from **A** (the best) to **F** (the worst), is assigned based on the average control delay experienced by drivers.

Average control delay is essentially the delay resulting from initial deceleration, queue move-up time, time stopped, and final acceleration.

LOS is based on criteria from the Highway Capacity Manual:

SIGNAL-CONTROLLED INTERSECTIONS AND ALL-WAY STOP-CONTROLLED INTERSECTIONS

Based on the average control delay for the entire intersection

Evaluated separately for each individual movement; delay reported for the critical (*worst case*) turning movement

SIDE-STREET STOP-CONTROLLED INTERSECTIONS

ROADWAY SEGMENTS

Compare traffic volumes with peak hour LOS capacity thresholds

Per the General Plan, County-maintained roads and state highways shall not be worse than **LOS E** in the Community Regions, or **LOS D** in the Rural Centers and Rural Regions.

Some County roadways may operate at **LOS F**: portions of Cambridge Road, Cameron Park Drive, Missouri Flat Road, and Pleasant Valley Road, sections of US50 through Placerville and Pollock Pines, and CA-49 south of US50. *No new roads may be added to the list without voter approval.*

	<p>Free-flow travel with an excellent level of comfort and convenience and the freedom to maneuver.</p>
	<p>Stable operating conditions with a noticeable, though slight, reduction in comfort, convenience, and maneuvering freedom.</p>
	<p>Stable operating conditions, but the operation of individual users is significantly affected by the interaction with others.</p>
	<p>High-density, but stable flow. Users experience severe restriction in speed and freedom to maneuver.</p>
	<p>At or near capacity. Speeds are reduced to a low but relatively uniform value. Freedom to maneuver is difficult.</p>
	<p>Forced or breakdown conditions. Exists wherever the volume of traffic exceeds the capacity of the roadway.</p>