

## Attachment 8 Explanation of 'Level of Service'

Level Of Service	Condition description
A	A condition of free flow in which individual drivers are virtually unaffected by the presence of others in the traffic stream. Freedom to select desired speeds and to manoeuvre within the traffic stream is extremely high, and the general level of comfort and convenience provided is excellent.
B	In the zone of stable flow where drivers still have reasonable freedom to select their desired speed and to manoeuvre within the traffic stream. The general level of comfort and convenience is a little less than with Level of Service A.
C	Also in the zone of stable flow, but most drivers are restricted to some extent in their freedom to select their desired speed to manoeuvre within the traffic stream. The general level of comfort and convenience declines noticeably at this level.
D	Close to the limit of stable flow and approaching unstable flow. All drivers are severely restricted in their freedom to select their desired speed and to manoeuvre within the traffic stream. The general level of comfort and convenience is poor, and small increases in traffic flow will generally cause operational problems.
E	Traffic volumes are at or close to capacity, and there is virtually no freedom to select desired speeds or to manoeuvre within the traffic stream. Flow is unstable and minor disturbances within the traffic stream will cause breakdown.
F	In the zone of forced flow, where the amount of traffic approaching the point under consideration exceeds that which can pass it. Flow breakdown occurs, and queuing and delays result.

Source: Austroads, 2008. *Guide to traffic management. Part 3: traffic studies and analysis.* Austroads, Sydney, p. 28.