



MAINEDOT CUSTOMER SERVICE LEVELS

The Customer Service Level (CSL) measures the state's highway assets (Priority 1-5) in three areas. The CSL uses customer-focused engineering measures to track highway (1) Safety, (2) Condition and (3) Serviceability, and grades them similar to a report card (A_F). The table below lists the individual measure that make up the overall service level grade.

Safety	Condition	Service
Crash History	Ride Quality	Posted Road
Pavement Rutting	Pavement Condition	Posted Bridge
Paved Roadway Width	Roadway Strength	Congestion
Bridge Reliability	Bridge Condition	

The specifics of the calculation methodology are described in the following pages.

Customer Service Levels (CSLs)

- Grading System (A=Excellent, B=Good, C=Fair, D=Poor, F=Unacceptable)
- CSL Indicators (Safety, Condition & Service)

SAFETY CSL = Lowest Grade from the following (deduct one letter grade if Paved Width fails test)

Crash History

Measure: Lane Departure Rate vs. the Statewide Average for the Corresponding HCP, using 2006-2010 Statewide Averages as the baseline.

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1 thru 5	< 1.0	1.0 – 1.5	1.51 – 2.0	2.01 – 3.0	> 3

Pavement Rutting

Measure: Maximum Wheelpath Rut Depth in Inches.

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1	< 0.25	0.25 – 0.41	0.42 – 0.58	0.59 – 0.75	> 0.75
2	< 0.25	0.25 – 0.50	0.51 – 0.75	0.76 – 1.00	> 1.00
3	< 0.35	0.35 – 0.65	0.66 – 0.95	0.96 – 1.25	> 1.25
4 & 5	< 0.45	0.45 – 0.80	0.81 – 1.15	1.16 – 1.50	> 1.50

Paved Roadway Width (if paved roadway width does not meet minimum then the Safety CSL is lowered by one grade)

Measure: Paved Width in Feet, including Lanes and Shoulders.

PRIORITY	Minimum Paved Width
1	32
2	30
3	28
4 & 5	22

Bridge Reliability

Measure: NBI Ratings.

Safety CSL = Automatic F	Rating
Superstructure Condition	<=3
Substructure Condition	<=3
Deck Condition (If an overpass)	<=3
Culvert Rating, or	<=3
Scour Critical Bridge	<=3 or U

CONDITION CSL = lowest Grade from the following

Ride Quality (IRI)

Measure: Inches per Mile of Variation

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1	< 80	80 – 110	111 – 140	141 – 170	> 170
2	< 90	90 – 133	134 – 176	177 – 220	> 220
3	< 120	120 – 180	181 – 240	241 – 300	> 300
4	< 170	170 – 230	231 – 290	291 – 350	> 350
5	< 170	170 – 230	231 – 290	291 – 350	> 350

Pavement Condition Rating

Measure: PCR 0-5 Scale, which is calculated from IRI, Rutting, Structural Cracking, and Functional Cracking (equally weighted).

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1	> 4.2	4.2 – 3.6	3.59 – 3.0	2.99 – 2.5	< 2.5
2	> 4.0	4.0 – 3.3	3.29 – 2.7	2.69 – 2.0	< 2.0
3	> 3.8	3.8 – 3.1	3.09 – 2.5	2.49 – 1.8	< 1.8
4 & 5	N/A	N/A	N/A	N/A	N/A

Roadway Strength

Measure: Falling Weight Deflectometer summation of deflections.

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1 thru 3	< 36	37 – 43	44 – 50	51 – 60	> 60
4 & 5	N/A	N/A	N/A	N/A	N/A

Structural Bridge Condition (including Minor Spans) State bridges only.

Measure: Lowest NBI Condition Rating (Deck, Superstructure, Substructure, and Culvert)

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1	9-8	7	6-5	4	<=3
2	9-8	7	6-5	4	<=3
3	9-7	6	5	4	<=3
4	9-7	6	5	4	<=3
5	9-6	5	4	3	<=2
6	9-6	5	4	3	<=2

SERVICE CSL = lowest grade from the following

Road Posting

Measure: Whether the roadway is eligible for posting.

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1	Open				Eligible for Posting
2	Open				Eligible for Posting
3	Open			Eligible for Posting	
4	Open		Eligible for Posting		
5	Open		Eligible for Posting		

Bridge Posting

Measure: Bridge Load Posting in place.

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1	Open				Any Load Posting
2	Open				Any Load Posting
3	Open		One Truck or Spacing	$\geq 20T$	$< 20T$
4	Open	One Truck or Spacing	$\geq 20T$	10T – 19T	$< 10T$
5 & 6	Open or One Truck or Spacing	$\geq 20T$	10T – 19T	4T – 9T	3T or Closed

Congestion

Measure: Summer AADT/C Ratio (June-August traffic volume vs. capacity).

PRIORITY	Excellent A	Good B	Fair C	Poor D	Unacceptable F
1 thru 5	0 – 3.99	4 – 6.99	7 – 9.99	10 – 12	> 12