

Levels of Service

<u>Level</u>	<u>Title</u>	<u>Guideline</u>	<u>Description</u>
1	Full Service	> 1000 commercial lockages	24x7, every day
2	Reduced Service	500-1000 commercial lockages	2-shifts, every day
3	Limited Service	< 500 commercial or > 1000 recreational lockages	1-shift, every day
4	Scheduled Service	Limited commercial and/or substantial recreational traffic, with a more consistent daytime pattern of lockages	Lockages at set times per day
5	Weekends & Holidays	Little or no commercial lockages; > 500 recreational lockages	1-shift per day, weekends and holidays only
6	Service by Appointment	Limited commercial traffic with no consistent pattern of lockages (<500 commercial or recreational)	Commercial lockages by appointment

Data source: USACE Lock Performance Monitoring System, (LPMS) database
 Originally 2010 lockages
 Subsequent FY 2010 and 2011 average
 Future: 3-year rolling average