

App Point of Views



Madison Morris



App Overview



Uber

- 4.9 Star Rating
- 4+ Years Old
- #1 on the Travel App Chart



Uber Eats

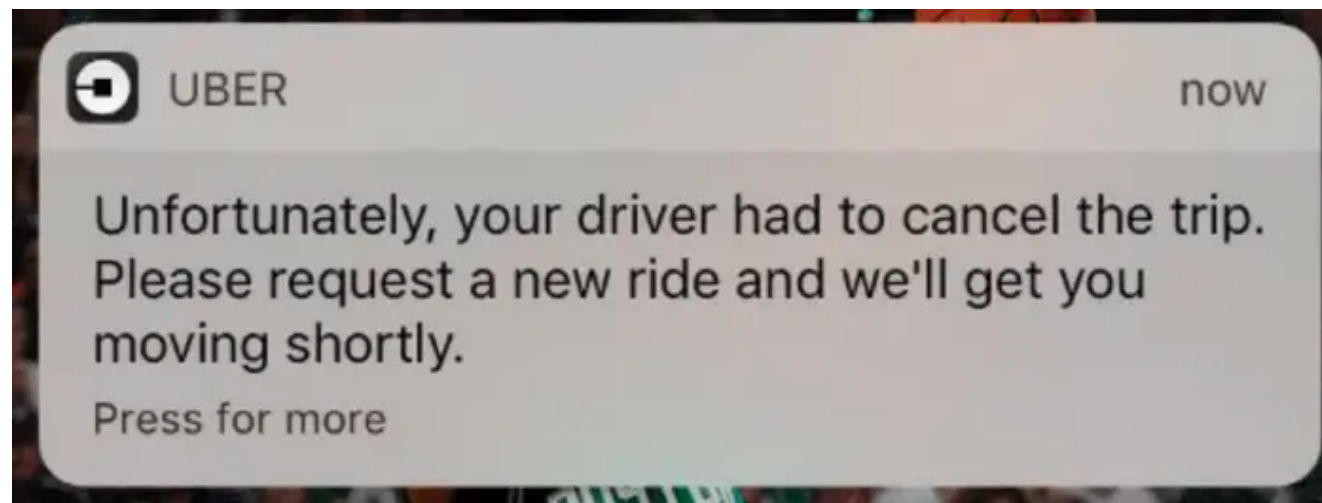
- 4.8 Star Rating
- 12+ Years Old
- #7 on the Food & Drink App Chart



Waze

- 4.8 Star Rating
- 4+ Years Old
- #2 on the Navigation App Chart

Uber Experience Captured



Total **\$171.91**

Your driver let us know that a mess occurred on this trip that required cleaning. To compensate your driver, we added a Cleaning Fee to the final price of your trip. This fee will appear on your payment method statement within 3-5 business days. If you have any questions, please reach out to us.

Previous Total \$21.91

New Total \$171.91

Help

All Topics

- Help with a trip >
- Account >
- Membership and loyalty >
- A guide to Uber >
- Rental, train, coach, boat & more >
- Accessibility >

Need help now?

- Call Support >

← Help

What happened on your trip?

Your trip price is calculated to include time, distance and other applicable charges. If something happened on your trip that caused the price to be higher than expected, let us know.

Select a reason

- Route was wrong or too long
- Pick-up or drop-off location is wrong on trip receipt
- Driver made an unrequested stop
- I didn't take this trip
- Extra traffic or road construction

Next

There was a problem loading this content.



Positive Comments



1

First time

★★★★★

5y ago

Crzylakafox

This is my first time using Uber and my first time to write a review about anything. I've never felt the need or the want to do so before this but after reading all the negative the reviews when I downloaded the app I felt that I needed to. The only reason I downloaded the app after reading one bad review after another was because I had no other option. I had missed the last bus running for the day and couldn't get a hold of anyone to get a ride from. I was stuck and my phones battery was low from calling people. Now I'm desperate So I very reluctantly Downloaded The app. I was skeptical And was ready to deleted the app at the first sign of any problem. I was quite pleased to find that app was straightforward and very easy to use. After entering all my information and my destination a pick up time was Scheduled. I didn't have to wait long and I received a text when my ride was a minute away. By the time walked outside the driver was pulling up. My driver greeted me nicely and he was very professional and polite. He chose the fastest route to my destination drove the speed limit at all times and was all around a good driver. I have to say my first experience with Uber was great and would definitely use Uber again.

Convenient

2

Best UBER DRIVER

★★★★★

May 11

Metabutterfly

I ran out of gas on the exit ramp. I called a tow company who was going to charge me \$249 to bring me 2 gallons of gas, so I said no I'll pass. I decided to Uber to the gas station to get a can and Uber back to my car. Ali came to my rescue and took me to the gas station. I asked if I could order another trip for the return ride to my car or how that works and he said no you can't specify me I'll just wait and take you back for free it's okay. I found \$20 in my purse so I gave him that got my gas and he took me back, but the only can the gas station had was 1 gallon so it wasn't enough to start the car. This is when Ali turned into nothing short of a superhero and took the gas can and walked to the closest gas station to get another gallon. He walked back and we put it in but it wasn't enough either! He offers to go back yet again and get another gallon. I only had the \$20 so I couldn't even pay him for the gas or the extra time and Uber won't let me tip him again. I had already left a tip before any of this started. I don't know how in the world to repay him for his kindness except to leave this review and hope that I get him the next time I order an Uber. He went far above and beyond all expectations and I appreciated it more than he could know!

Kind

3

BEST APP EVER

★★★★★

Jul 23

Will Taft

Can I just say, as someone who doesn't have a car and relies on Lyfts and Ubers, and uses it to get back and forth from work. In this economy it's literally impossible for a 20 year old to save money and getting a car. I grew up poor so it's not like I could be gifted a car. Nobody is able to give me rides to and from work everyday. Uber you have literally saved my life during times I was struggling most. When I had not even a penny to my name and being consumed in debt. There was always one day where I couldn't get home. Both of those times I thought I ran out of options. Thinking I'd have to walk 4+ hours home. Knowing I didn't have a dollar I'd try Lyft, they couldn't help me. I was super sad and thought all hope was lost. Then I'd tried Uber, it'd say the payment didn't go through. But on those occasions even when I already had to pay uber back they allowed me to get home. Giving me hope and time to redeem my debts. I literally cried both times it happened. Once in 2020, when the buses stopped running on new years and it was freezing and my clothes were soaking from work, y'all were there to help me out in my time of need. And today, where I'm in a very similar predicament, and thought all hope was lost, y'all were there, to lend me a hand. Thank you so much.

Compassionate



Negative Comments



1

Beware of clean-up fee scam! 1y ago
★★★★☆ FrustratedSophB

I had been using Uber sporadically on work trips (somewhat nervously), but in the last few months I started to use it more regularly to help a friend with no car get home or to work. However, the last ride was disappointing and followed by an unexpected and utterly unwarranted clean-up fee. First, the driver tried to drop her off at a nearby intersection instead of at her house, even though it was late at night. The whole point of getting an Uber was to get home safely, and riders shouldn't have to ask to get dropped off at the actual drop-off location. Then in the morning, we were horrified, outraged, and baffled to see that a huge cleaning fee was added to the fare. I had been on the phone and texting her before, during, and after the trip. She did not vomit in the car, nor did she even bring food or drinks in the car. She left the car in the same condition in which she entered it: mess-free. Moreover, I still have a 5-star rating, which wouldn't make sense if my friend had left a mess in the car. So...riders, beware! It wouldn't occur to me to take pictures of the car before and after, but maybe it is necessary to take such precautions to avoid scams. It is unclear how long it takes Uber to follow up on disputes or how the process works, and it isn't easy to get hold of

Suspicious

2

Non existent customer service Sep 20
★★★★☆ bvalderas

I waited 15 mins for my driver to take me to airport. No problem - that's the wait it indicated. Problem is when the driver arrived she denied my trip, claiming she didn't know I was going to airport when she accepted my trip. When I told her I would miss my flight if I had to wait for another driver she didn't care, she just repeated "I can't take you to the airport". Two problems with this situation: 1) why doesn't Uber tell drivers the destination of their passenger before they accept the trip and make the passenger wait 15 mins before denying them??? 2) when I tried to file a complaint against the driver there was absolutely no way to do this because it wasn't logged as a trip in my history (due to the driver denying my trip at pickup). There is zero way to call somebody or even email somebody unless it's tied to a trip in your history.

Just another example of disappearing customer service. You waste tons of time on the app trying to find a way to talk to a human (novel idea) to only find out there's no way to do this. Why doesn't Uber just admit upfront on the app "we won't talk to you unless it's about a trip in your history".

Unsupportive

3

Never using again 1y ago
★★★★☆ Cj2206

Several days ago I ordered an Uber ride from a ride share pick up location in a mall. I saw that the driver made it to the mall but was at the wrong pick up location. This is a very large shopping center with about 8 floors and multiple entrance. He stopped moving for a while so I messaged him to ask how much longer he would be and gave him my exact location. Without responding he canceled my ride. I later found out that I was charged a fee even though I didn't cancel the ride. I first disputed this charge on the app, to which I received an Uber credit/cash for. There's no way to contact customer support so I left a complaint for the driver and left a message explaining what he did. I stated that if Uber did not refund my original form of payment I would dispute the charge. Minutes later I received a response explaining that they will refund the charge on my credit card. Never again. Why would they allow drivers to do this with no repercussions? I was late to my meeting and what made it so frustrating is that the driver was so close but at the wrong pick up location. The problem could've been resolved had he just replied to my message. He did not make any attempt to communicate with me.

I will only use Lyft now since they are much more reliable and hold their drivers

Unreliable



Suggestive Comments



1

Ok and definitely a life saver but a few major things that need improvement Feb 9

★★★★☆

chefitup420

Ok this review is solely for the purpose in which Uber can improve their app. First and foremost is the fact that drivers do not receive trip info until after the rider gets in the car. So for example If you are someone who takes a long trip with Uber you might notice the driver snarling at you or getting angry this is because they didn't know that they were going to have to go that far and now they take it out on you. But think about it this is neither the driver or the passengers fault that would point directly to Uber. Second is Since I've used Uber over 100 times I've noticed that every driver uses Google maps or Apple Maps not the app navigation. I am not a Driver so I cannotReview the navigation on it but I do know however that the location is very off for pick ups and to mention the pinpoint location feature is pointless this could be improved dramatically. Why are the lyft drivers never confused as where to pick me up. Seriously tho I love Uber you guys have come thru many nights for me and made it possible to do life with a suspended license I would've gave five stars if it wasn't for these two things.

Earlier Trip Info

2

Option in settings for miles/ kilometers and currency 4y ago

★★★★☆

A Wanna Be Pinterest User!

When I am using the Uber app in a different country, such as Australia and Mexico, as I have been to both in the past three weeks. I really wish Uber would give you the option of seeing miles instead of kilometers, and also American dollars currency. I would have used Uber sooo much more it having that option to change in settings. For example, I used it today in Mexico. I wanted to go to a certain store. I put it in the Uber app, and it showed around \$40, I thought it must be really far. Looking at the map, it showed kilometers. Then I noticed it was showing the cost in pesos. I had no idea how far it really was, or what it would charge me in American currency. SUCH A PAIN. The ride ended up being not so far, and only around \$3 American. Then the top popped up, I clicked on \$5 thinking it was a couple of dollars. Later my daughter figures it out and tells me that the \$5 only ended being like twenty four cents. I felt so bad. UBER really needs to make a setting that you can choose what you want your miles/kilometers and currency to show. I seriously would be using it more here in Mexico, but too difficult because I can't see what it's really going to cost me, and clueless on how far of a distance it is.

Fix Language Barriers

3

Satisfied but a few issues 4y ago

★★★★☆

Sarahjgdvck

I am overall very satisfied with the app and take it basically every day. However, I have had 2 issues recently that if fixed would make it AMAZING. I live in NYC and normally take uber pool. I have no problem walking a few blocks, however sometimes the place I'm walking to is not possible for the driver to get to without going very out of the way. There have been a lot of updates to traffic patterns in NYC in the last 6 months and I don't think uber gps has been updated with these. (Example: no left turn allowed onto 8th Avenue going east on 14th street - this is my typical pickup location and the driver usually has to spend 5 minutes driving around the block unless I text him to meet me elsewhere). The other problem which is a recent one that has happened the past 2 days is that I get matched with a very convenient driver, walk to the pickup location very happily and then they cancel. The next drivers (multiple) I am matched with are extremely far away (up to 10 minutes) and I am forced to cancel and get into a yellow cab because I am now late. Drivers should not be able to cancel when they are that close to picking up their rider, especially with uber pool where that person has most likely walked decently far to get there.

Cancellations



POV Statements



Reliability

Customers in a rush **need** to be able to rely on a driver to pick them up and take them to their intended destination **because** if not, the purpose of the app is compromised and frustration occurs.



Trust

Customers looking for a convenient ride **need** to know that they aren't going to randomly be charged a fee due to their driver's actions **because** customers will then just turn to other apps that they trust like Lyft.

Uber Eats Experience Captured



Show your support with a tip

Your tip is sent to the restaurant 1 hour after delivery. You can adjust the amount until then. ⓘ

- Cheers to you 15%
- You're great 20%
- Thank you so much 25%
- You're my hero 30%
- Custom Edit

Your tip: \$7.00

Place order

← Ratings ⓘ

Recent Feedback

Late to dropoff

4 reports

This feedback means your delivery was late to the customer. They rely on you to be timely with their order, so if you're running behind you may want to contact them through the app.

Other

2 reports

We can't share specific feedback for this rating. However, if you're looking to improve, we've heard friendliness and professionalism can go a long way.

← Checkout

message

Promotion applied
You're saving 40%

Subtotal	\$29.78 \$26.49
Promotion	-\$10.60
Delivery Fee ⓘ	🔌 \$19.99
Taxes & Other Fees ⓘ	\$6.54
Total	\$56.31 \$42.42



Help

ⓘ Message received! We will do our best to respond within 24 hours.

Have we resolved this issue?

No

Thanks for reaching out again. Please summarize your issue and we'll do our best to respond within 24 hours.

All I want to know is the past delivery address. Why does this have to be so complicated?

On Doordash it is as simple as, past delivery, and there is the address it was delivered to. Makes it super frustrating to customers that we need to wait 24 hours just for y'all to tell me where the delivery went to

Hi [redacted] Thanks for reaching out. I'm Harshit and I'm here to assist you. I understand that you did not receive a receipt from your order. Glad to help. "Please be informed that you can view your order receipts and order history directly in the app. To confirm, we've sent you the receipt



Message...



Uber Eats

Positive Comments



1

my opinion on uber eats <3
★★★★★

2y ago

melissa martinez <33

my personal opinion on Uber eats is that it's a really good app for ordering food and stuff. My order is always on time and if not it gives me a notification when it's going to be late or not and I really honestly appreciate that. And all honesty I believe that Uber eats, is a lot more better than Postmates because Postmates sometimes most of the time forgets your order and that really pisses me off but with Uber eats that does not happen. it happened only a few times and I've gotten really mad but it's fine I understand. I dont get as upset anymore because you know I probably didn't request utensils so that's probably why I didn't get any. I also did not get my drink once which was really you know kind of annoying but it's fine I'll live. I think it was just a problem with the restaurant I ordered from Taco Bell so I think that was what you know caused it but yeah overall I really like Uber eats anything everyone who is too lazy to go out and buy food should definitely download this app it is one of my favorite applications to order food because I'm like really lazy and my food always comes on time and I really love it and I'm really glad that I download this app because it really saved me so much time and effort and yeah.

Convenient

2

Uber saved my life

★★★★★

Dec 21

nokemacuhhh

August 3rd, 2021 will for ever be the day that Uber Eats changed my life. Back tracking to July 30th 2021 , it was my cousin Nacho's birthday month so me and the shquad went out for a couple of drinks. It was an epic night, to make it short the night was full of lust & pleasure. It was then when my friend approached me with a hand full of shots and I remember taking one, later two, by the third shot I found my self on the dance floor dancing very illicit moves. It was a great night so far & I lost consciousness by 2 am. Fast forward to the following morning I woke up in my bed with a hang over very confused. I proceeded to call my cousin nacho, he told me I was break dancing and doing the head spin on the Dance floor. Which explained why I was not able to get out of bed. The hang over was killing me and I was disabled. I had no way of getting up from bed worse yet getting out of the house. So I was starving for 4 days with no food at home but was in too much pain from the illicit moves that I was not able to leave the house. When suddenly I am on Facebook and I ran across an Uber eats AD. I proceeded to sign up and make my choices of foods. Man that was great. Thank you uber eats you saved my life. Much love,

Life-Saving

3

Uber eats is the best

★★★★★

1y ago

Carlositoes

So honestly I've been using Uber eats for a good while now and I can say that it is amazing! So many places to try out and I love it's membership. Uber One is very reliable and totally worth the price because delivery fees and service fees be 🙄🙄🙄 but yea definitely worth it and lots of things you can redeem your points off. Personally I think that Uber eats should expand your area by at least an extra mile since the max is like 4.5 miles or 5 miles, something like that. There is a chick fil a nearby but it's a drive and Uber eats declared it's too far to deliver to so I was bummed out. Another thing is that Uber eats have way more deals and coupons then any other service! It makes no sense how every 2-4 days there sending coupons to my email which I'm thankful for cause I guess that's the best way to lure in customers. Finally there customer support is sooo nice and kind. I once ordered Uber eats late at night and I asked for a specific order but McDonald's gave me the wrong order so I contacted Uber eats and they gave me a complete refund of my order and gave me a 13\$ tip. All I can say is that Uber eats really cares for its customers if there customer service is fast, drivers are fast, and usually the food is fast as well. PS: Uber eats is wavvv better then DoorDash 🙄🙄🙄. there

Caring

Uber Eats

Negative Comments



1

Terrible application and customer service 1y ago

★☆☆☆☆

Karissa Stefanou

I used Uber Eats for the first time a month ago. When I received my food, it had multiple pieces of hair in it. After contacting Uber eats immediately- with proof of calls and emails they asked me to replace the order and would remove the charges. After countless times they did not remove both charges or fees totaling of over \$100 because I now had to place the order twice. Over 5-7 calls with customer service the issue was never resolved and the service reps repeat themselves countless times over and over to apologize but have zero idea how to communicate or fix the issue. I asked for a supervisor and she said they'd contact me in a few business days and did not. After going to an event and speaking to a representative they offered me a \$30 gift card which I tried to use tonight. After adding it to my account and placing the order the app said not available. Again, I called customer service and she asked me to delete the app and redownload it. Now the promo is gone if my \$30 and over 30 minutes on the phone she asks me to wait 1-3 hours to figure out the issue. So again you have taken my money with no service and terrible customer service. Now the restaurant is closed and I have no gift card. I would not recommend

Frustrating

2

How did I get charged for a 40% tip two weeks after I placed an order? 2y ago

★☆☆☆☆

Ri Ran

I've only used this app twice, but giving 2 stars because they apparently charge you for a 40% tip to your delivery driver from a 2 week old order.. I got on the app last night to search for a restaurant in my area. Before I could begin my search, the app asked me to rate my experience from an order I had placed over 2 weeks prior. I happily gave the restaurant good ratings, and gave my delivery driver good ratings as well. Then to my surprise, a notification pops up that a tip has been added to this 2 week old order. How this happened, I have no clue. I then go onto my bank statement to find that I was charged for a 40% tip on this order.. again, how this happened, I have no clue. I never typed in any tip amount, let alone authorize the app to charge a tip to my account. I reached out to customer service about this issue and was responded to with a message that said they are only able to edit tip amounts up to an hour or 2 after delivery, and that I should please be careful to check that my order is correct before submitting it next time. If this is their policy, then how on earth was I charged a tip two whole weeks after the fact?? Not only does their tip policy contradict itself, but how I was charged a tip in the first place still perplexes me.

Untrustworthy

3

Drivers Don't Follow Directions 2y ago

★☆☆☆☆

Anonymous63\$,!,8/9

On Uber, there are ways to give actually write feedback about interactions with drivers. On UberEats, you only have the option of preprepared feedback options to click on. I've had multiple bad interactions with drivers with no real way to complain other than a thumbs down. One driver delivered to the wrong apartment, I contact the driver and they refused to accept they delivered to the wrong place, talked over me when I said I didn't receive and was just extremely rude. Very frequently, the drivers in my area do not read my instructions to find my apartment (I made sure these instructions were very detailed due to living in an apartment) and contact me for assistance finding it. This wouldn't be much of an issue, but multiple times they were not even on my street. I'll open my door to wave them down and I'll see them turning the corner of the street. My instructions include to park on the lot on my street, so they either cannot read a map or did not read my instructions. I'll then get an alert that the driver had trouble following directions and I may want to update them. There is no way to give further details to these instructions unless I go treasure map details of how many paces to go in each direction. I use these instructions of how to find my

Confusing

Uber Eats

Suggestive Comments



1

App works well but customer service is horrible edited 4y ago

★★★★☆

Tealeaf06

The app itself works well. However, the company has very poor customer service. They don't read your messages. So in this case the app doesn't work or the service team is horrible. There is no number you can easily find to call and speak to a person. It isn't even an option on the app or on the Uber eats website. You can find it by googling search for a contact number. Also the app either doesn't work or it's partners can't read the orders. My orders are always wrong. From missing meat on my carne Asada nachos, to not removing tomatoes, to missing items all together, to the wrong order being delivered. They apparently don't check to make sure their orders are correct before they leave the restaurants. Sometimes you can have it corrected easily by having them redeliver the item. Sometimes you just have to rely that someone can actually address your issue.

The help option on the app is a joke. They don't read. You get blanket responses. That or the help team can not isn't capable of reading. You are not able to get any help when they have marked your issue resolved. So don't expect to tell them they made an

Improve Support

2

Good if everything goes smoothly 2y ago

★★★★☆

Pink owner

Okay so I've been using Uber Eats for a while now and I've had enough good experiences to not rate it 1 star, but when you have a bad experience the customer service makes you wanna pull your hair out. My first 2 times when I contacted Uber support for any missing/wrong items they gave me my refund for the wrong/missing items. Now they don't bc I've supposedly requested help too many times. One time I ordered ice cream and I got the wrong thing and it came completely melted and Uber refused to give me any kind of refund. Most recently, my driver cancelled my order and I was told I would not be charged. However I was and after waiting 3 days no refund in site and Uber "assured" me I have not been charged even though my bank statements say otherwise. Another small nitpick I have is I hate how you can't cancel your order without being charged. I understand if there's already a driver on the way but if I've just ordered it or if I've been waiting for hours I feel that I should not be charged for cancelling my order. I'm not trying to be a Karen but I kindly request for the customer service to step up their game. Overall though this app is pretty good though and I do recommend it if you want food but don't feel like getting out of the house. However it could be even better with

Refunds

3

Great application, climbing prices edited 4y ago

★★★★★

MistaWondaBread

The application itself works great and has many great choices in my area.

Unfortunately, I will no longer be using the (eats) service due to the rising booking fees. I could understand the fees based on distance for standalone companies hiring their own drivers. Uber has drivers who are intending to drive these distances for pay and can continue with more rides after leaving the destination (home) rather than having to drive back to the starting destination (restaurant). A pizza delivery through the pizza company 5 minutes away has a 50% lower delivery cost than Uber does for a restaurant in the same general area (within .2 miles). This is unacceptable. I guarantee you will continue to lose customers, as I already know of several other who are moving to your competitors for this very reason. I'm disappointed I will not be ordering my favorite tonight through Uber eats because it is \$9 for a 10 minute drive. The restaurants are already inflating their prices from their in store prices. Don't add to the problem.

Address Fees

Uber Eats



POV Statements



Customer Service

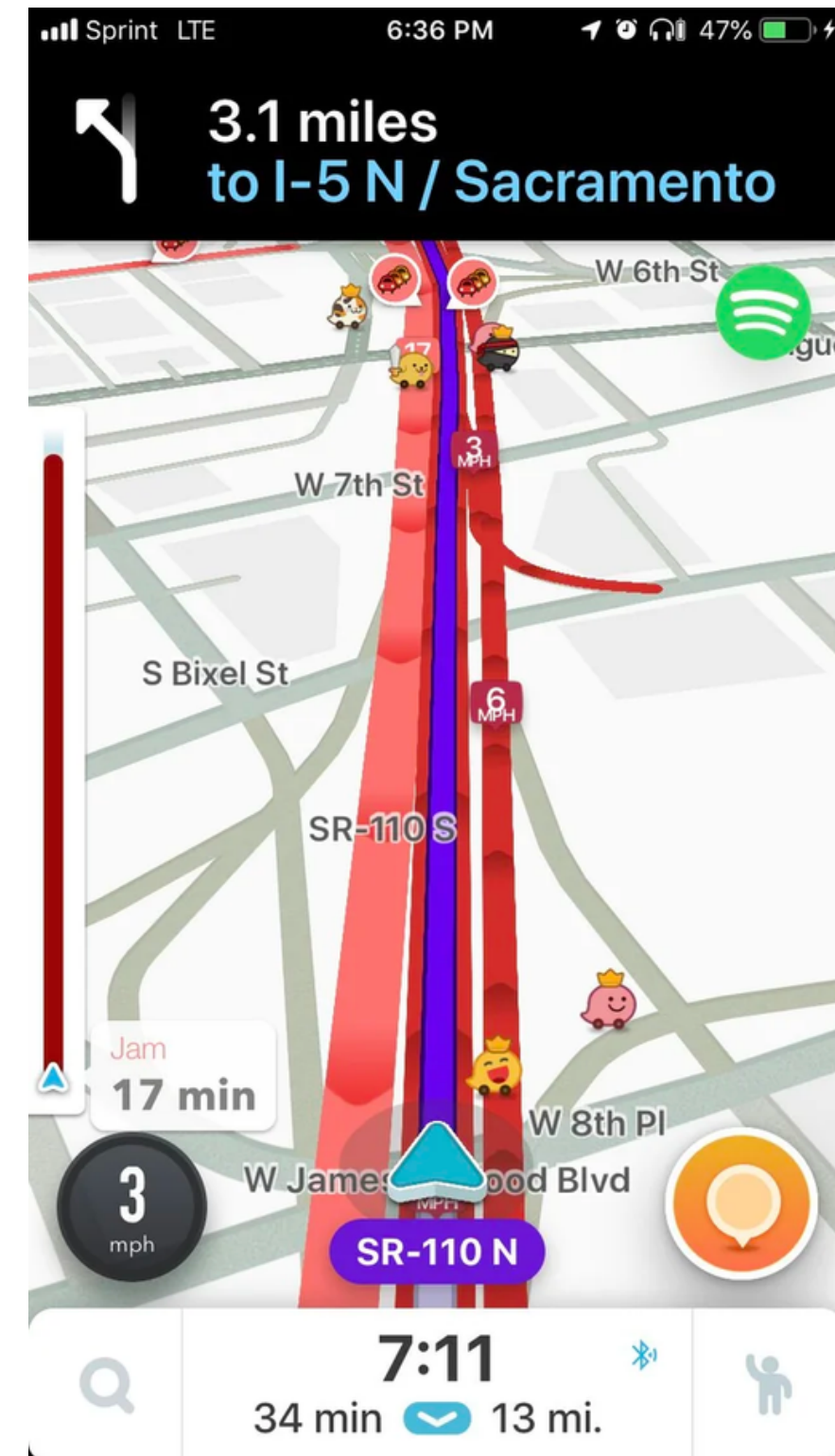
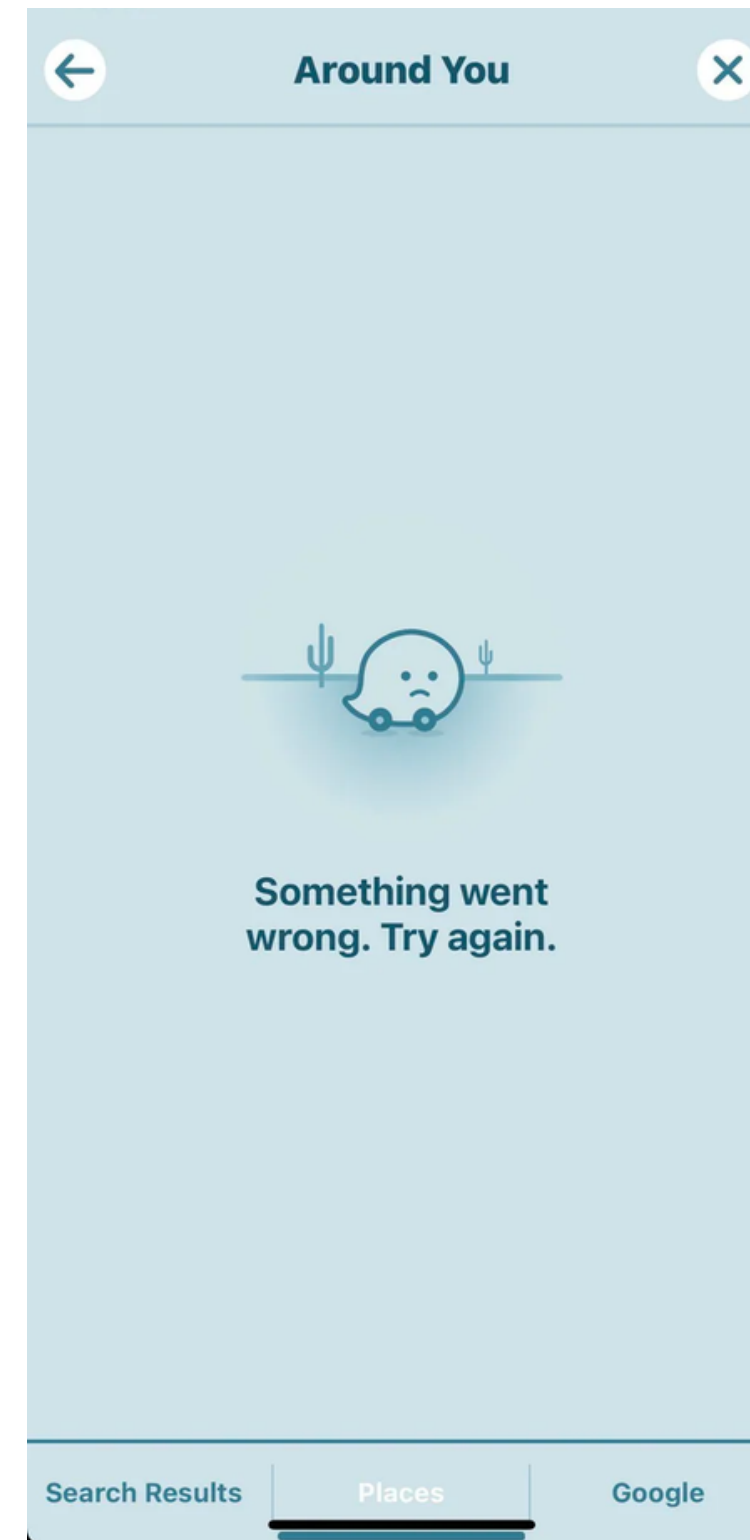
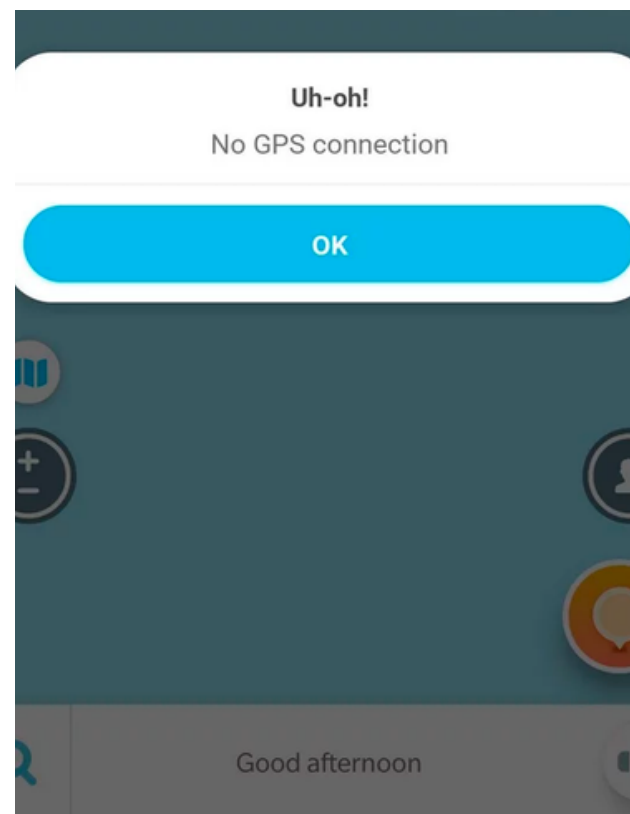
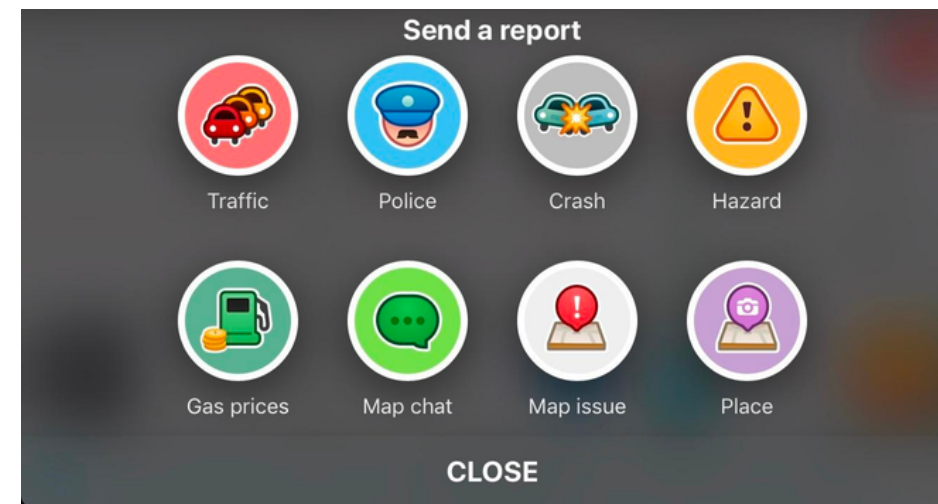
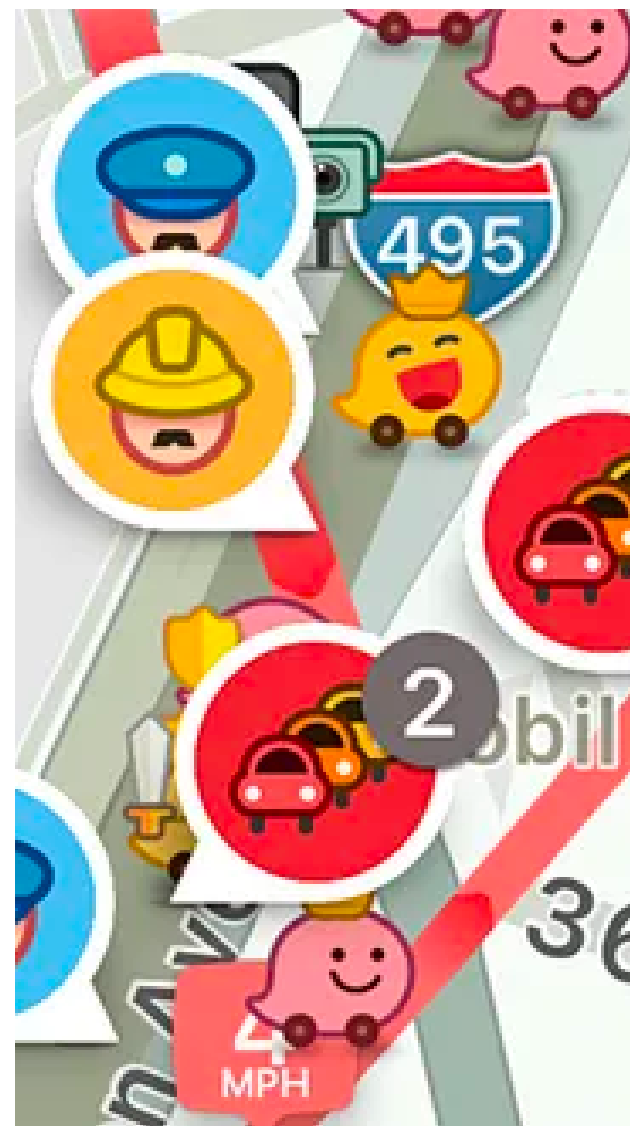
Hungry customers who have been wronged by the app **need** to have 24/7 available support from customer service **because** they want to feel like they are being heard and that their problems are being taken seriously.



Pricing

Frequent customers looking for a convenient meal **need** to have lower or discounted prices **because** over time these charges add up and get to be too expensive and no longer feasible for the customer.

Waze Experience Captured



Waze

Positive Comments



1

Florence Evacuation

★★★★★

5y ago
Peach11111

WAZE IS AMAZING. Thank you sooo much whoever created this APP. I am home safe because of this APP. I can not praise you enough.

Hi everyone. Right now I am so thankful to be home. We evacuated to Concord and was there from Wednesday the 12th to Tuesday the 18th. We knew our home was alright but you know you need to see it for yourself. We left Concord at 10:30 yesterday morning along with our two puppies. We used our GPS on hour cars for a good ways. We ended up in SC at South of the border. This was also with the help of a police officer and a local resident. But with all of this and trying to get past the water flooding was daunting. My sisters we watching out for the whole way. One of them told use to try the app "WAZE". I downloaded it to my iPad. I am here to tell you we would not be home today if it wasn't for this app. It would even tell us about a vehicle parked on the side of the road a half a mile away in the dark. It is amazing. She only made two mistakes but that was because road block had just happened. I highly recommend this app. Everyone stay safe and God bless all the lineman, police, EMS, firefighters and anyone else I have not mentioned that are working so hard to keep us safe and getting our lives

Safe

2

Very useful app my favorite one!

★★★★★

Mar 25
Instagram ImaToolITTV

This app is by far my favorite I have used every other one you can think of! Where to start? Well it's like Google maps with the way it looks so helps you in big cities except waze will not tell you to switch lanes at the last second! It also reports things such as car crash, stopped cars on side of the road traffic and all you can think of that's stopping you from carrying on your way! I gave this app a 5 star because with all that being said it lets you know stuff ahead of time where you're not stuck looking at your phone thinking it's going to pass to quick to see very accurate on there accidents and stopped vehicles and only app I used that will let you play music and still see your maps and not interrupt/stop playing music this app is overall very helpful for those who want more then just a basic gps system it can also help guide you out of a closed road way ahead and switch it to the most similar way around that closing so you won't get stuck I hope this app doesn't change and if so all I see is more progress that will just get better and better keep doing an amazing job Waze very happy using your guys app keep it up!

Informative

3

Incredible resource

★★★★★

5y ago
Noa and Grandma

I am delighted by the services provided by the Waze app. On the first day I used it, it took me by previously unknown routes to a bakery to pick up a birthday treat for my dear daughter with 5 minutes to spare through rush hour traffic. The second time we used it we were at a huge airshow just outside of Portland OR and Waze saved the day by taking us back to Vancouver, WA on a very quiet and beautiful twisting country road through rolling farm land that ended up bringing us into Portland by way of the St. John's bridge. We were astonished to find that it took the same amount of time it would have taken us to go on the highway on a low traffic day. We were sold on it through these first initial encounters. BUT, my third use of it made me recognize how incredibly valuable and up to date it is it is when my destination was 2 blocks away from a bank robbery in progress and it diverted me from my normal route down narrow side streets where multitudes of cars were coming in the opposite direction but I seemed to be the only car going against the flow of traffic. Waze kept me safe and away from gunfire that was occurring just a block away from my final destination as bank robbers tried to make a getaway. Thanks Waze and thanks to all you Wazers that keep this app up to date

Accommodating

Waze

Negative Comments



1

Crashes CONSTANTLY

3y ago

★☆☆☆☆

iloveyou111

This is the only review I've written for an app because it is just that bad. I used to love this app and use it daily to avoid traffic when driving to/from work but in the past couple of months it's become impossible to use. It crashes CONSTANTLY - like every time I lock my phone. I will literally be driving down the highway not even 5 minutes after I started a new drive on Waze and realize it hasn't been talking to me. Sure enough: I check the app and it's crashed so I have to restart it! Super safe for an app that people use while they're driving! I would never count on this app to get me anywhere I was not somewhat familiar with. Do not use this app if you're going on a road trip or anywhere you're unfamiliar with. Not only does it crash constantly, but there have been multiple times recently when the app told me to change routes during a drive and the route they told me to take was SIGNIFICANTLY LONGER than the one they told me to take initially. It literally makes no sense because my app is currently up to date and still crashing constantly. Even just from an "avoiding traffic" aspect, this app has no use anymore because it can't tell me when to avoid traffic since it crashes before it can tell me to switch routes.

Unreliable

2

I'd give negative stars if I could.

Nov 7

★☆☆☆☆

i hate those ads

Drove from CT to VA for a birthday trip with my mom. Used Waze to help alert for traffic and accidents. Left at 7:50am. We were on the NJ turnpike a few hours later when we hit completely stopped traffic. Waze did not alert me to the traffic times. Did not tell me there was a shorter way around. Did not find out until we were stuck on a section with no exits that there was a problem. Waze said it would be 22 minutes in traffic. Again, we were stuck before it said this. After 30 minutes we were wondering why we hadn't moved. We had passed an accident and thought this traffic was from a construction site. After another 20 minutes Waze turned off. I turned it back on and now it said another 70 minutes in traffic. I found out online that there was a bad accident at about 8am that shut down the highway. It now open to one lane. In the 3 hours that we were already on the road, Waze should have told me that there was a 2 hour delay in our route and to take 295 which was the exit right before the traffic congestion. It had plenty of time to update drivers. We were 2 hours late to our destination because of the Waze app. I deleted the app and will NEVER use again. We were so late to the destination we weren't able to do anything.

Inconvenient

3

Sad

4y ago

★☆☆☆☆

Scottie NH

This used to my best way of avoiding traffic as I commute in the busy Boston area. Worked great until a little while ago when it stopped working. Now it sends me weird ways that are NOT avoiding traffic but instead turning me in to it. Ironically (or not) it seems to be pushing me lately near shops and businesses that I visit online which makes me believe that it is pointing me towards Google's sponsors and are tracking the sites I visit rather than helping me avoid traffic which was the original intended purpose. This is further cemented in my mind as the app is also showing ads for places I frequent. I'm not even one of those paranoid people who think that everyone is watching their every move. My point in this rant... Get it together Google/Waze. I loved this app once. I would even be willing to pay for the service if you got rid of the ads and got me to my destination the fastest way. Oh! And I have also proven my point by sometimes ignoring the turn you want me to make knowing there will probably be less traffic and watched my arrival time get quicker and quicker. End of rant. Five Stars again when you put the drivers first again rather than your sponsors.

Misleading

Waze

Suggestive Comments



1

Great app but has definite shortcomings. 5y ago

★★★★★

Duncapa

Waze is my #1 choice for GPS. Live traffic updates, being able to edit traffic conditions on the fly to give a more accurate commute, and sharing routes and eta's are great features. I do hope they integrate voice commands with Siri so we can say things like "Hey Waze, drop a stopped vehicle pin." While we are driving so interaction becomes handsfree and safer.

I gave 3 stars because there have been repeated issues with the app and service saying "No GPS available." I have tried rebooting, deleting & reinstalling, and clearing the app cache on my phone as well as making sure iOS and the app are updated constantly. But the occurrence does not appear to be linked to hardware failure unless it is something inherent to the 8s. Google and Apple maps do not have any issues when this occurs so I'm at a loss as to what causes the issues with Waze. This occurs for about a 8-12 hours once a day, once or twice a month. Not the end of the world but heavily inconvenient when you regularly use the service for your GPS navigation (and it's a great service) and you are on the road daily for 4-6 hours at a time it is a problem.

2

Was GREAT....Now it doesn't work 5y ago



★★★★★

AshEBom

I had been using Waze for about a year and LOVED IT!! But since the most recent IOS update, it continually is "searching for GPS" and looking for language (I still speak English 😞). I went to my cellphone provider, then Apple, and logged off of Waze to see if the app would reset itself and be fixed. This didn't work. I even did a total reset of my phone, and nothing worked on Waze and Google (who owns Waze). I then contacted Waze, but got nothing but constant/obvious automated answers back that stated things to do that I already started I HAD ALREADY DONE and listed in my email. This is upsetting since other competing GPS apps work on my phone, so it's not anything on my end. After a couple of weeks, I did a web search to see if others had issues or could help me. Interestingly enough, I found out I am in good company, sadly. Please Waze/Google, it would be greatly appreciated if you could actually get this obvious bug fixed. Your app was wonderful, but I'm sadly happy to switch to another app to at least get me to places. No, the other apps don't have the accident, police, or other very helpful perks. I just can't stand diving "approximately" or now the map keeps me at the beginning location and has no idea that I have already driven and arrived at my destination. Please

3

Love it & Hate it all at the same time. 2y ago

★★★★☆

Lord Simmlink

I have been using Waze for about a month now I commute Just over 1000 miles a week. I really like that many people are out there using it and that you get vital information like a car's coming up on the shoulder, objects in the road and where the police are camping at.

The only problem I have with Waze I'd like to see some changes is that there are too many choices to make when reporting information, for example if I want to report a car on the side of the road I have to hit four different selections before my information is sent meanwhile I'm trying to look at the screen to find a small button and not paying attention to what is on the road. Reporting information needs to be simplified for the driver no more than two clicks to report a hazard something along the lines of the first click hazard second click "car on shoulder" or "car in lane" or "object in lane". Decision making buttons need to be a little larger like when you're confirming a hazard on the road is it still there yes or no the buttons are too small and I often miss them and not able to confirm the information information. May be a few seconds before you approach the hazard two large buttons could pop up and

Technology Glitches

Bug Fixes

Simplified Reporting

Waze

POV Statements



1

Avalibility

Customers who require directions to go somewhere **need** Waze to stay online and not crash **because** this is their lifeline in getting to their destination and not having the app operable becomes more stressful than helpful.

2

Traffic Updates

Customers stuck in traffic or looking at anticipated traffic **need** constant traffic pattern updates made **because** this influences the time it takes to get to their destination and informs them if they will be on time or late.

Thank You!



Madison Morris

