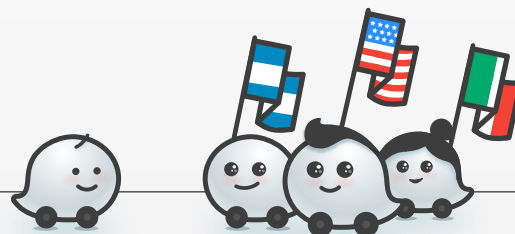




DRIVER  
SATISFACTION  
INDEX 2016

# Welcome



**The Waze Driver Satisfaction Index analyzes the driving experience of millions of monthly active Waze users in 38 countries and 235 metros to create a single numeric score, from satisfying (10) to miserable (1).**

Many traffic indices only look at a single quantifiable factor such as time spent in traffic. The Driver Satisfaction Index measures six qualitative and quantitative attributes to provide an unprecedented look at the overall driver experience in cities and countries worldwide. While Waze has more than 65 million monthly active users globally in 185 countries, Waze chose to focus on countries and metros with more than 20,000+ monthly active users to ensure data accuracy and fair market comparisons. This document showcases the data that was collected.



# Documentation

INDEX	SUB-INDEX	DESCRIPTION	FORMULA
GLOBAL	TRAFFIC	Density of traffic, driving conditions	
	ROAD QUALITY	Quality of the road, infrastructure (high speed roads)	
	ROAD SAFETY	Dangerosity of driving (accidents, weathers, dangers)	
	DRIVERS SERVICES	Density of car services (gas station, services, parkings)	
	SOCIO ECONOMICS	Access to cars, impact of prices of gas	
	WAZEYNESS	Happiness and thankfulness of Waze users	
TRAFFIC	TRAFFIC JAM LENGHT	Ratio of roads with traffic jams	Total jam length
	COMMUTE HOME WORK	Difficulty of commuting from Home to Work	Average commute length
	SPEED AT RUSH HOURS	Slowness of cars during rush hours	Speed during rush hour
	CONSTRUCTIONS	Constructions density	Number of construction reports
	ROAD CLOSURES	Road closures density	Number of road closure reports
ROAD SAFETY	ACCIDENTS	Density of accidents	Number of accidents reports
	DANGERS	Density of dangers	Number of dangers reports
	WEATHER	Quality of weather	Number of weather reports
ROAD QUALITY	ROADS PROBLEMS	Road issues density	Number of road problems reports
	HIGH SPEED ROADS	High Speed roads density	Total lenght of freeways
DRIVERS SERVICES	GAS STATIONS	Number of gas stations	Number of gas stations
	CAR SERVICES	Number of car services	Number of car service locations
	PARKING LOTS	Number of parking lots	Number of parking lots
SOCIAL ECONOMICS	GAS PRICES	Impact of gas prices on living	Gas price per liter
	ACCESS TO CARS	Ratio of cars to population	Total number of cars
WAZEYNESS	THUMBS UP	Thankfulness of Waze users	Number of "thumbs up"
	MOOD SCORING	Happiness of Waze users	Mood score average



DRIVER  
SATISFACTION  
INDEX 2016

# By Country

COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
≡ NETHERLANDS	1	7.54	7.03	9.23	5.90	9.05	8.10	5.75
▲ FRANCE	2	7.42	6.85	8.52	2.86	7.92	8.50	8.22
▲ UNITED STATES	3	7.22	7.49	8.40	3.85	7.20	9.95	4.40
▲ CZECH REPUBLIC	4	6.91	7.02	8.76	5.78	6.15	6.95	4.58
≡ SWEDEN	5	6.88	6.86	9.01	4.17	7.70	8.20	3.25
NEW UNITED ARAB EMIRATES	6	6.85	7.25	8.08	NA	10.00	7.00	2.43
▼ LATVIA	7	6.57	6.42	8.87	6.10	5.05	6.10	5.05
▲ HUNGARY	8	6.56	5.56	9.12	7.90	6.45	5.25	5.50
▲ SLOVAKIA	9	6.46	6.89	7.72	5.23	5.20	5.85	5.30
▼ ITALY	10	6.44	6.30	8.33	4.49	6.93	8.85	2.32
≡ SPAIN	11	6.37	4.90	8.94	4.24	9.65	8.35	3.95
▼ BELGIUM	12	6.19	5.75	6.61	2.73	7.68	8.35	6.88
▼ PUERTO RICO	13	6.10	5.79	8.00	3.50	6.40	8.90	3.00



DRIVER  
SATISFACTION  
INDEX 2016

# By Country

COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
<span>NEW</span> AUSTRALIA	14	5.99	4.85	8.89	4.37	6.73	9.85	1.80
<span>NEW</span> PORTUGAL	15	5.88	6.00	5.04	1.97	9.85	7.45	5.45
▼ CANADA	16	5.77	3.83	8.83	3.70	8.25	9.00	2.50
▼ UNITED KINGDOM	17	5.73	4.23	9.28	4.04	7.13	7.95	2.70
▼ ARGENTINA	18	5.59	3.13	9.82	9.20	6.00	5.10	3.45
▼ ISRAEL	19	5.56	5.89	5.73	2.60	8.18	6.45	3.39
▼ BRAZIL	20	5.43	5.10	8.01	2.75	4.82	4.90	3.74
▼ MEXICO	21	5.17	4.09	7.99	3.70	6.66	5.10	3.33
▼ CHILE	22	5.12	5.01	6.42	1.48	6.06	4.55	6.27
▼ MALAYSIA	23	4.94	4.31	6.79	1.38	9.03	6.40	1.79
▲ ECUADOR	24	4.71	3.10	8.65	1.23	8.25	4.10	3.78
▼ RUSSIA	25	4.49	2.61	6.69	7.35	6.78	5.90	1.05
<span>NEW</span> SOUTH AFRICA	26	4.34	4.08	6.22	1.20	6.70	2.60	4.18



DRIVER  
SATISFACTION  
INDEX 2016

# By Country

COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
<span>NEW</span> URUGUAY	<b>27</b>	<b>4.27</b>	4.78	4.75	1.50	4.80	4.20	3.60
<span>▼</span> ROMANIA	<b>28</b>	<b>4.10</b>	1.66	9.30	3.40	2.70	3.50	6.20
<span>▼</span> COSTA RICA	<b>29</b>	<b>3.95</b>	0.74	8.73	5.73	5.35	3.70	4.35
<span>▼</span> VENEZUELA	<b>30</b>	<b>3.93</b>	2.21	6.70	2.37	4.75	5.45	4.50
<span>▼</span> COLOMBIA	<b>31</b>	<b>3.81</b>	2.51	5.90	2.31	6.21	2.80	4.96
<span>NEW</span> SINGAPORE	<b>32</b>	<b>3.78</b>	2.28	6.32	NA	4.85	5.60	1.85
<span>NEW</span> PERU	<b>33</b>	<b>3.72</b>	0.83	9.43	NA	6.10	1.55	3.65
<span>▼</span> INDONESIA	<b>34</b>	<b>3.54</b>	2.58	8.76	0.87	6.47	1.05	0.64
<span>▼</span> PANAMA	<b>35</b>	<b>3.48</b>	1.11	6.15	2.50	7.25	4.40	3.95
<span>▼</span> GUATEMALA	<b>36</b>	<b>3.36</b>	0.96	7.98	3.83	6.35	0.45	3.20
<span>▼</span> PHILIPPINES	<b>37</b>	<b>3.13</b>	1.75	6.80	5.22	5.57	0.00	1.25
<span>▬</span> EL SALVADOR	<b>38</b>	<b>2.85</b>	1.78	5.45	2.10	4.75	0.35	3.25



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
<span>NEW</span> VALENCE	FRANCE	<b>1</b>	<b>8.81</b>	8.99	8.35	NA	8.20	8.50	9.95
<span>NEW</span> TOURS	FRANCE	<b>2</b>	<b>8.43</b>	8.12	8.13	NA	9.75	8.50	8.90
<span>NEW</span> LEMANS	FRANCE	<b>3</b>	<b>8.39</b>	8.42	7.18	NA	9.15	8.50	9.80
<span>NEW</span> SAINT-ÉTIENNE	FRANCE	<b>4</b>	<b>8.25</b>	7.98	8.15	NA	8.00	8.50	9.55
<span>▼</span> GREENSBORO, NC	UNITED STATES	<b>5</b>	<b>8.24</b>	9.39	8.73	3.67	7.70	9.95	6.10
<span>NEW</span> AVIGNON	FRANCE	<b>5</b>	<b>8.24</b>	7.80	9.17	NA	7.55	8.50	8.55
<span>NEW</span> REIMS	FRANCE	<b>6</b>	<b>8.12</b>	7.73	7.87	NA	9.75	8.50	8.20
<span>NEW</span> NÎMES	FRANCE	<b>7</b>	<b>8.03</b>	7.82	7.85	NA	7.95	8.50	8.80
<span>▼</span> DOUAI-LENS	FRANCE	<b>8</b>	<b>7.96</b>	7.91	8.68	5.40	8.35	8.50	8.35
<span>NEW</span> ORLÉANS	FRANCE	<b>9</b>	<b>7.93</b>	6.81	8.88	NA	9.00	8.50	8.90
<span>▲</span> GRAND RAPIDS, MI	UNITED STATES	<b>10</b>	<b>7.88</b>	9.14	9.04	2.00	7.40	9.95	4.85
<span>NEW</span> CAEN	FRANCE	<b>11</b>	<b>7.87</b>	7.52	7.65	NA	8.60	8.50	8.35
<span>NEW</span> CLEVELAND, OH	UNITED STATES	<b>12</b>	<b>7.84</b>	8.07	8.88	4.47	9.30	9.95	4.60



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	ST. LOUIS, MO	UNITED STATES	<b>13</b>	<b>7.80</b>	8.34	9.25	4.87	6.95	9.95	4.35
▲	DAYTON, OH	UNITED STATES	<b>14</b>	<b>7.78</b>	9.06	8.05	1.63	7.50	9.95	6.35
▼	KANSAS CITY, MO	UNITED STATES	<b>15</b>	<b>7.74</b>	8.48	9.17	4.10	7.50	9.95	3.60
▲	COLUMBUS, OH	UNITED STATES	<b>15</b>	<b>7.74</b>	8.50	8.73	3.77	7.75	9.95	4.45
▼	ALBANY, NY	UNITED STATES	<b>16</b>	<b>7.73</b>	8.52	9.52	2.67	7.15	9.95	4.45
▼	DALLAS, TX	UNITED STATES	<b>16</b>	<b>7.73</b>	7.28	9.72	7.43	7.55	9.95	3.80
▲	GREENVILLE, SC	UNITED STATES	<b>17</b>	<b>7.72</b>	8.80	8.33	2.90	6.40	9.95	6.10
▼	DETROIT, MI	UNITED STATES	<b>17</b>	<b>7.72</b>	7.66	9.53	6.50	7.60	9.95	3.45
▼	PHOENIX, AZ	UNITED STATES	<b>17</b>	<b>7.72</b>	8.38	9.02	5.33	7.05	9.95	3.30
▲	TOLEDO, OH	UNITED STATES	<b>18</b>	<b>7.71</b>	8.71	8.53	1.20	8.60	9.95	5.45
▼	ORLANDO, FL	UNITED STATES	<b>19</b>	<b>7.70</b>	7.56	9.05	5.83	7.60	9.95	5.25
▼	RENNES	FRANCE	<b>20</b>	<b>7.66</b>	7.88	9.03	1.67	8.05	8.50	8.80
▲	BIRMINGHAM, AL	UNITED STATES	<b>21</b>	<b>7.64</b>	8.49	8.25	3.17	7.10	9.95	5.70



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
▲ KNOXVILLE, TN	UNITED STATES	<b>22</b>	<b>7.61</b>	8.43	8.75	2.40	6.50	9.95	6.00
▲ INDIANAPOLIS, IN	UNITED STATES	<b>23</b>	<b>7.60</b>	8.17	9.00	3.50	7.30	9.95	4.60
▲ CHATTANOOGA, TN	UNITED STATES	<b>24</b>	<b>7.58</b>	8.63	7.85	1.90	7.20	9.95	6.50
▲ HARRISBURG, PA	UNITED STATES	<b>25</b>	<b>7.56</b>	8.63	7.95	1.40	8.35	9.95	5.50
▼ ROUEN	FRANCE	<b>25</b>	<b>7.56</b>	7.69	9.30	2.17	7.70	8.50	7.85
<b>NEW</b> ▲ ASHEVILLE, NC	UNITED STATES	<b>26</b>	<b>7.55</b>	8.71	8.33	0.97	7.15	9.95	5.90
▲ CINCINNATI, OH	UNITED STATES	<b>26</b>	<b>7.55</b>	7.97	8.73	3.90	7.35	9.95	5.00
▲ HARTFORD, CT	UNITED STATES	<b>27</b>	<b>7.54</b>	7.89	8.67	2.77	8.45	9.95	5.30
▼ AMSTERDAM	NETHERLANDS	<b>27</b>	<b>7.54</b>	7.03	9.23	5.90	9.05	8.10	5.75
▼ CHARLOTTE, NC	UNITED STATES	<b>28</b>	<b>7.53</b>	7.58	9.18	5.13	6.75	9.95	4.75
<b>NEW</b> ▲ VOLTA REDONDA	BRAZIL	<b>29</b>	<b>7.51</b>	8.07	8.58	NA	9.60	4.90	3.65
▼ RALEIGH, NC	UNITED STATES	<b>30</b>	<b>7.48</b>	7.94	8.77	3.93	7.30	9.95	4.35
▲ PORTLAND, ME	UNITED STATES	<b>30</b>	<b>7.48</b>	8.39	9.03	1.63	7.25	9.95	4.40





DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
▼ SALT LAKE CITY	UNITED STATES	<b>31</b>	<b>7.46</b>	8.34	8.52	2.90	7.80	9.95	3.50
<b>NEW</b> MADISON, WI	UNITED STATES	<b>32</b>	<b>7.44</b>	8.66	8.63	1.17	7.20	9.95	4.15
▼ SAN ANTONIO, TX	UNITED STATES	<b>32</b>	<b>7.44</b>	7.80	8.68	4.33	7.65	9.95	3.95
▼ NANTES	FRANCE	<b>32</b>	<b>7.44</b>	7.17	9.38	3.00	7.00	8.50	8.45
▼ FRESNO, CA	UNITED STATES	<b>33</b>	<b>7.43</b>	8.80	8.75	1.40	6.40	9.95	3.85
▼ COLUMBIA, SC	UNITED STATES	<b>33</b>	<b>7.43</b>	9.02	6.67	1.83	6.90	9.95	6.25
<b>NEW</b> SALISBURY, MD	UNITED STATES	<b>34</b>	<b>7.42</b>	8.91	8.50	0.43	5.40	9.95	5.75
▼ GRENOBLE	FRANCE	<b>34</b>	<b>7.42</b>	7.42	9.30	2.10	7.35	8.50	7.95
<b>NEW</b> BUFFALO, NY	UNITED STATES	<b>35</b>	<b>7.40</b>	7.94	8.92	2.23	8.15	9.95	4.10
<b>NEW</b> OKLAHOMA CITY, OK	UNITED STATES	<b>35</b>	<b>7.40</b>	8.47	8.02	2.77	7.20	9.95	4.15
▼ PITTSBURGH, PA	UNITED STATES	<b>36</b>	<b>7.39</b>	7.34	9.62	4.37	7.70	9.95	3.30
▲ TAMPA, FL	UNITED STATES	<b>36</b>	<b>7.39</b>	7.32	8.43	6.77	6.80	9.95	4.20
▲ LOUISVILLE, KY	UNITED STATES	<b>37</b>	<b>7.37</b>	7.96	8.33	2.50	7.95	9.95	4.75



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
▲ LEXINGTON, KY	UNITED STATES	<b>38</b>	<b>7.35</b>	8.69	6.47	1.53	8.50	9.95	5.80
NEW MACON, GA	UNITED STATES	<b>38</b>	<b>7.35</b>	9.19	6.03	1.13	7.35	9.95	6.30
▼ PHILADELPHIA, PA	UNITED STATES	<b>39</b>	<b>7.34</b>	6.13	9.87	7.57	7.65	9.95	3.95
▲ MILWAUKEE, WI	UNITED STATES	<b>39</b>	<b>7.34</b>	7.97	8.73	2.90	7.45	9.95	3.75
▼ ROCHESTER, NY	UNITED STATES	<b>40</b>	<b>7.33</b>	8.14	8.32	2.20	7.50	9.95	4.40
▲ CHARLEROI	BELGIUM	<b>40</b>	<b>7.33</b>	8.54	6.75	1.73	7.10	8.35	8.50
▼ NASHVILLE, TN	UNITED STATES	<b>41</b>	<b>7.32</b>	7.53	8.70	3.67	7.60	9.95	4.50
NEW SOROCABA	BRAZIL	<b>41</b>	<b>7.32</b>	7.97	9.67	NA	5.20	4.90	4.55
▼ ATLANTA, GA	UNITED STATES	<b>42</b>	<b>7.31</b>	6.48	9.68	7.37	6.55	9.95	3.95
▼ LAS VEGAS, NV	UNITED STATES	<b>42</b>	<b>7.31</b>	7.96	9.22	3.00	5.85	9.95	4.05
NEW ATIBAIA	BRAZIL	<b>43</b>	<b>7.30</b>	7.76	8.83	NA	7.80	4.90	4.30
▼ MINNEAPOLIS, MN	UNITED STATES	<b>44</b>	<b>7.29</b>	7.12	9.62	5.77	7.05	9.95	2.40
▼ MONTPELLIER	FRANCE	<b>45</b>	<b>7.26</b>	7.23	9.37	2.17	6.10	8.50	8.15



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
▼ SACRAMENTO, CA	UNITED STATES	<b>46</b>	<b>7.25</b>	7.46	9.38	3.67	6.90	9.95	3.40
▼ HOUSTON, TX	UNITED STATES	<b>46</b>	<b>7.25</b>	6.26	9.65	7.27	7.35	9.95	3.55
<b>NEW</b> YORK, PA	UNITED STATES	<b>47</b>	<b>7.22</b>	8.48	7.48	0.80	6.55	9.95	6.00
<b>NEW</b> MOBILE, AL	UNITED STATES	<b>48</b>	<b>7.20</b>	8.63	6.77	1.57	6.95	9.95	5.45
▼ WASHINGTON, DC	UNITED STATES	<b>49</b>	<b>7.14</b>	5.46	9.82	9.87	6.90	9.95	3.20
▼ GÖTEBORG	SWEDEN	<b>49</b>	<b>7.14</b>	7.72	8.83	3.27	7.85	8.20	3.55
▼ NEGEV	ISRAEL	<b>49</b>	<b>7.14</b>	8.18	8.68	1.57	9.90	6.45	3.40
▼ MILAN	ITALY	<b>50</b>	<b>7.11</b>	6.56	9.10	8.27	7.15	8.85	2.40
<b>NEW</b> TAUBATÉ	BRAZIL	<b>50</b>	<b>7.11</b>	7.91	9.02	NA	4.75	4.90	4.65
<b>NEW</b> JACAREÍ	BRAZIL	<b>51</b>	<b>7.10</b>	7.91	7.80	NA	6.35	4.90	5.40
▼ BOSTON, MA	UNITED STATES	<b>52</b>	<b>7.07</b>	5.46	9.90	7.97	7.85	9.95	3.30
<b>NEW</b> BRNO	CZECH REPUBLIC	<b>53</b>	<b>7.06</b>	7.61	8.68	4.93	6.15	6.95	4.75
▼ MADRID	SPAIN	<b>54</b>	<b>7.05</b>	5.87	9.35	6.10	9.90	8.35	4.00



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
▼ DENVER, CO	UNITED STATES	<b>55</b>	<b>7.04</b>	6.92	9.03	4.73	6.90	9.95	3.05
▼ SARASOTA, FL	UNITED STATES	<b>56</b>	<b>7.03</b>	8.48	7.05	1.23	6.30	9.95	4.75
▼ TOULOUSE	FRANCE	<b>56</b>	<b>7.03</b>	6.19	9.52	3.27	7.30	8.50	7.40
▼ STRASBOURG	FRANCE	<b>57</b>	<b>6.99</b>	7.30	7.67	1.87	7.80	8.50	7.20
▼ NEW ORLEANS, LA	UNITED STATES	<b>58</b>	<b>6.96</b>	7.56	7.47	2.27	7.15	9.95	5.10
<b>NEW</b> DUBAI	UNITED ARAB EMIRATES	<b>59</b>	<b>6.92</b>	6.79	8.08	NA	10.00	7.00	1.95
▼ CHICAGO, IL	UNITED STATES	<b>60</b>	<b>6.89</b>	5.38	9.87	7.93	7.00	9.95	2.75
▼ FORT MYERS, FL	UNITED STATES	<b>60</b>	<b>6.89</b>	7.92	7.68	1.60	5.70	9.95	4.65
▼ GRANDE CAMPINAS	BRAZIL	<b>61</b>	<b>6.87</b>	7.26	9.78	5.80	5.00	4.90	4.40
▼ BATON ROUGE, LA	UNITED STATES	<b>62</b>	<b>6.86</b>	7.81	6.53	1.73	7.20	9.95	5.40
▼ SAVANNAH, GA	UNITED STATES	<b>63</b>	<b>6.82</b>	8.13	5.70	1.13	7.10	9.95	6.05
▼ NAPLES	ITALY	<b>64</b>	<b>6.79</b>	5.98	9.53	5.80	6.85	8.85	3.40
▼ BRASÍLIA	BRAZIL	<b>65</b>	<b>6.76</b>	6.47	9.60	4.63	9.70	4.90	3.30



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
▼ BORDEAUX	FRANCE	<b>65</b>	<b>6.76</b>	5.63	9.28	3.30	6.95	8.50	7.75
▼ PRAGUE	CZECH REPUBLIC	<b>66</b>	<b>6.75</b>	6.43	8.83	6.63	6.15	6.95	4.40
<b>NEW</b> PETRÓPOLIS	BRAZIL	<b>67</b>	<b>6.73</b>	6.20	9.42	NA	8.50	4.90	3.55
▼ SEATTLE, WA	UNITED STATES	<b>68</b>	<b>6.63</b>	5.30	9.60	7.00	6.70	9.95	2.30
▼ MIAMI, FL	UNITED STATES	<b>68</b>	<b>6.63</b>	4.81	9.28	7.40	7.30	9.95	3.90
▼ MYRTLE BEACH, SC	UNITED STATES	<b>69</b>	<b>6.61</b>	7.22	7.67	0.83	5.75	9.95	5.40
▼ STOCKHOLM	SWEDEN	<b>69</b>	<b>6.61</b>	5.99	9.18	5.07	7.55	8.20	2.95
▼ NEW YORK, NY	UNITED STATES	<b>70</b>	<b>6.59</b>	3.70	9.97	10.00	8.10	9.95	3.10
▼ GOLAN HEIGHTS	ISRAEL	<b>70</b>	<b>6.59</b>	7.94	7.65	0.17	9.90	6.45	2.35
▼ RIGA	LATVIA	<b>71</b>	<b>6.57</b>	6.42	8.87	6.10	5.05	6.10	5.05
▼ BUDAPEST	HUNGARY	<b>72</b>	<b>6.56</b>	5.56	9.12	7.90	6.45	5.25	5.50
▼ AUSTIN, TX	UNITED STATES	<b>73</b>	<b>6.51</b>	6.17	7.92	3.37	7.90	9.95	3.35



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	BRATISLAVA	SLOVAKIA	<b>74</b>	<b>6.46</b>	6.89	7.72	5.23	5.20	5.85	5.30
NEW	PIRACICABA	BRAZIL	<b>75</b>	<b>6.45</b>	7.80	8.12	NA	0.80	4.90	4.90
▼	PARIS	FRANCE	<b>76</b>	<b>6.41</b>	3.07	9.83	9.67	7.55	8.50	6.40
NEW	JACKSONVILLE, FL	UNITED STATES	<b>77</b>	<b>6.38</b>	7.23	4.55	2.37	8.35	9.95	5.15
NEW	SÃO JOSÉ DOS PINHAIS	BRAZIL	<b>77</b>	<b>6.38</b>	6.48	8.07	NA	7.10	4.90	3.35
▼	ROME	ITALY	<b>78</b>	<b>6.35</b>	4.84	9.32	7.93	6.85	8.85	1.90
▼	NICE	FRANCE	<b>79</b>	<b>6.34</b>	5.63	8.83	2.03	6.30	8.50	6.35
▼	BIRMINGHAM	UNITED KINGDOM	<b>80</b>	<b>6.32</b>	6.21	8.87	2.27	7.75	7.95	2.65
NEW	TALCA	CHILE	<b>81</b>	<b>6.29</b>	6.73	7.95	0.23	7.20	4.55	8.10
NEW	FLORENCE	ITALY	<b>82</b>	<b>6.27</b>	7.24	7.73	1.53	6.70	8.85	1.20
▼	GALILEE	ISRAEL	<b>82</b>	<b>6.27</b>	6.89	8.40	3.47	5.10	6.45	3.30
▼	SAN FRANCISCO, CA	UNITED STATES	<b>83</b>	<b>6.25</b>	3.71	9.70	8.63	7.35	9.95	2.35



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	MONTREAL	CANADA	<b>84</b>	<b>6.24</b>	4.39	9.35	3.70	9.50	9.00	3.95
NEW	BAURU	BRAZIL	<b>85</b>	<b>6.23</b>	7.92	7.33	NA	1.30	4.90	3.50
▼	BOLOGNA	ITALY	<b>86</b>	<b>6.19</b>	6.54	8.38	1.53	6.25	8.85	2.35
NEW	MELBOURNE	AUSTRALIA	<b>86</b>	<b>6.19</b>	5.29	9.13	4.57	6.80	9.85	1.30
▼	GOIÂNIA	BRAZIL	<b>87</b>	<b>6.16</b>	5.49	9.68	2.23	9.50	4.90	3.65
▼	SAN JUAN	PUERTO RICO	<b>88</b>	<b>6.10</b>	5.79	8.00	3.50	6.40	8.90	3.00
▼	LOS ANGELES, CA	UNITED STATES	<b>88</b>	<b>6.10</b>	3.16	9.97	9.00	7.40	9.95	2.10
NEW	ITAJAÍ	BRAZIL	<b>89</b>	<b>6.04</b>	6.07	7.17	NA	6.80	4.90	4.05
NEW	BLUMENAU	BRAZIL	<b>90</b>	<b>6.03</b>	6.20	8.33	NA	4.30	4.90	3.60
NEW	REUNION	FRANCE	<b>91</b>	<b>5.98</b>	6.34	7.68	2.13	6.15	NA	4.80
▼	GREATER RANCAGUA	CHILE	<b>92</b>	<b>5.95</b>	7.11	5.63	0.43	7.70	4.55	7.15
NEW	TURIN	ITALY	<b>92</b>	<b>5.95</b>	6.63	5.93	1.87	7.75	8.85	2.65



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
<span>NEW</span>	ANTWERP	BELGIUM	<b>93</b>	<b>5.94</b>	5.58	6.28	2.33	8.05	8.35	5.80
▼	CENTRAL MALACCA	MALAYSIA	<b>94</b>	<b>5.92</b>	5.96	7.77	0.77	10.00	6.40	2.65
<span>NEW</span>	LISBON	PORTUGAL	<b>95</b>	<b>5.88</b>	6.00	5.04	1.97	9.85	7.45	5.45
▼	LILLE	FRANCE	<b>96</b>	<b>5.83</b>	4.82	6.80	0.77	8.05	8.50	8.05
▼	KUALA TERENGGANU	MALAYSIA	<b>97</b>	<b>5.81</b>	6.80	6.43	0.43	9.80	6.40	1.45
<span>NEW</span>	FEIRADE SANTANA	BRAZIL	<b>97</b>	<b>5.81</b>	4.18	9.05	NA	9.40	4.90	3.20
<span>NEW</span>	SYDNEY	AUSTRALIA	<b>98</b>	<b>5.79</b>	4.40	8.65	4.17	6.65	9.85	2.30
▼	PORTLAND, OR	UNITED STATES	<b>99</b>	<b>5.77</b>	4.50	8.38	3.70	6.35	9.95	2.90
<span>NEW</span>	SÃO CARLOS	BRAZIL	<b>100</b>	<b>5.76</b>	8.00	5.27	NA	0.00	4.90	4.40
<span>NEW</span>	CUERNAVACA	MEXICO	<b>101</b>	<b>5.75</b>	4.80	8.45	NA	7.25	5.10	3.30
▼	BARCELONA	SPAIN	<b>102</b>	<b>5.68</b>	3.93	8.52	2.37	9.40	8.35	3.90
<span>NEW</span>	VANCOUVER	CANADA	<b>103</b>	<b>5.65</b>	4.37	8.07	NA	7.25	9.00	0.95





DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	GREATER TEMUCO	CHILE	<b>104</b>	<b>5.63</b>	5.26	7.93	0.50	7.55	4.55	6.80
NEW	ARACAJU	BRAZIL	<b>104</b>	<b>5.63</b>	4.90	7.63	NA	7.70	4.90	3.25
▼	KUALA MUDA	MALAYSIA	<b>105</b>	<b>5.61</b>	4.38	8.80	3.03	10.00	6.40	1.50
▼	SÃO JOSÉ DOS CAMPOS	BRAZIL	<b>106</b>	<b>5.60</b>	6.86	7.17	0.90	4.55	4.90	3.90
▼	BUENOS AIRES	ARGENTINA	<b>107</b>	<b>5.59</b>	3.13	9.82	9.20	6.00	5.10	3.45
▼	HASHFELA	ISRAEL	<b>108</b>	<b>5.57</b>	5.67	4.72	3.50	9.90	6.45	3.75
▼	QUERÉTARO	MEXICO	<b>109</b>	<b>5.53</b>	5.86	7.20	0.80	7.75	5.10	3.80
▼	MARSEILLE	FRANCE	<b>110</b>	<b>5.52</b>	4.01	8.08	0.97	6.60	8.50	6.95
▼	CAXIASDO SUL	BRAZIL	<b>110</b>	<b>5.52</b>	5.91	7.00	NA	3.00	4.90	4.15
NEW	SÃO JOSÉ DO RIO PRETO	BRAZIL	<b>110</b>	<b>5.52</b>	5.70	7.90	NA	2.00	4.90	4.15
NEW	HASHARON	ISRAEL	<b>111</b>	<b>5.51</b>	5.41	5.97	3.07	8.35	6.45	3.65
▼	SAN DIEGO, CA	UNITED STATES	<b>112</b>	<b>5.49</b>	3.10	8.67	3.60	8.25	9.95	3.35



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	MEMPHIS, TN	UNITED STATES	<b>113</b>	<b>5.47</b>	6.68	1.42	NA	5.05	9.95	4.65
NEW	VILA VELHA	BRAZIL	<b>114</b>	<b>5.46</b>	5.00	6.65	NA	7.90	4.90	3.00
NEW	TOLUCA	MEXICO	<b>115</b>	<b>5.45</b>	4.52	8.22	NA	6.45	5.10	3.00
NEW	TORONTO	CANADA	<b>116</b>	<b>5.41</b>	2.73	9.07	NA	8.00	9.00	2.60
NEW	PORTO ALEGRE	BRAZIL	<b>117</b>	<b>5.39</b>	4.02	9.60	5.17	4.75	4.90	3.85
▼	MONTERREY	MEXICO	<b>118</b>	<b>5.37</b>	4.70	8.40	3.00	6.30	5.10	3.65
▼	LYON	FRANCE	<b>119</b>	<b>5.36</b>	2.77	7.68	1.60	9.05	8.50	8.05
▼	MOSCOW	RUSSIA	<b>120</b>	<b>5.33</b>	3.22	9.10	9.00	6.50	5.90	0.80
▼	SALVADOR	BRAZIL	<b>121</b>	<b>5.31</b>	3.90	9.28	1.83	9.00	4.90	3.20
▼	BRUSSELS	BELGIUM	<b>122</b>	<b>5.29</b>	3.13	6.80	4.13	7.90	8.35	6.35
NEW	VITÓRIA	BRAZIL	<b>123</b>	<b>5.28</b>	4.92	6.28	NA	7.10	4.90	3.30
▼	KOTA BHARU	MALAYSIA	<b>124</b>	<b>5.27</b>	4.66	7.93	0.50	9.90	6.40	1.40



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	GUAYAQUIL	ECUADOR	<b>125</b>	<b>5.26</b>	4.36	8.56	1.13	8.70	4.10	4.15
▼	LONDON	UNITED KINGDOM	<b>126</b>	<b>5.13</b>	2.24	9.68	5.80	6.50	7.95	2.75
▼	HAIFA	ISRAEL	<b>127</b>	<b>5.12</b>	5.31	4.07	2.27	9.90	6.45	3.25
▼	SANTIAGO	CHILE	<b>128</b>	<b>5.08</b>	1.92	9.63	6.93	7.10	4.55	5.25
▼	CONCEPCIÓN	CHILE	<b>128</b>	<b>5.08</b>	5.21	6.52	1.00	5.35	4.55	6.00
▼	GRANDE SAO PAULO	BRAZIL	<b>129</b>	<b>5.06</b>	1.37	9.97	10.00	6.30	4.90	4.00
▼	RIBEIRÃO PRETO	BRAZIL	<b>130</b>	<b>4.99</b>	5.83	8.35	0.97	0.00	4.90	4.05
▼	KUCHING	MALAYSIA	<b>131</b>	<b>4.98</b>	4.53	7.27	0.53	10.00	6.40	0.20
▼	GUADALAJARA	MEXICO	<b>132</b>	<b>4.93</b>	3.64	7.98	3.93	6.55	5.10	3.20
<span style="color: green;">NEW</span>	NATAL	BRAZIL	<b>133</b>	<b>4.88</b>	4.57	8.33	0.80	4.80	4.90	3.40
▼	CARTAGENA	COLOMBIA	<b>134</b>	<b>4.84</b>	4.46	7.78	0.77	6.85	2.80	4.55
▼	KUANTAN	MALAYSIA	<b>134</b>	<b>4.84</b>	4.21	6.50	0.63	9.50	6.40	2.05



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
<span>NEW</span> CURITIBA	BRAZIL	<b>134</b>	<b>4.84</b>	2.74	8.75	NA	6.90	4.90	3.30
<span>▼</span> MEXICO CITY	MEXICO	<b>135</b>	<b>4.81</b>	1.21	9.38	9.23	6.90	5.10	3.25
<span>▼</span> BELO HORIZONTE	BRAZIL	<b>136</b>	<b>4.80</b>	2.33	9.30	2.33	8.90	4.90	3.90
<span>▼</span> KUALA LUMPUR	MALAYSIA	<b>137</b>	<b>4.79</b>	1.58	8.57	6.27	9.90	6.40	1.90
<span>▼</span> KINTA	MALAYSIA	<b>138</b>	<b>4.77</b>	3.74	6.55	0.87	9.90	6.40	2.45
<span>NEW</span> UBERLANDIA	BRAZIL	<b>139</b>	<b>4.76</b>	4.76	7.07	0.93	4.40	4.90	4.20
<span>▼</span> BATU PAHAT	MALAYSIA	<b>139</b>	<b>4.76</b>	3.89	6.52	0.23	9.90	6.40	2.50
<span>NEW</span> LONDRINA	BRAZIL	<b>139</b>	<b>4.76</b>	4.60	7.48	NA	0.00	4.90	4.55
<span>▼</span> JOHOR BAHRU	MALAYSIA	<b>140</b>	<b>4.74</b>	4.38	7.42	1.87	4.70	6.40	2.10
<span>NEW</span> SÃO LUÍS	BRAZIL	<b>141</b>	<b>4.71</b>	4.32	8.23	1.27	4.50	4.90	2.70
<span>NEW</span> JOINVILLE	BRAZIL	<b>142</b>	<b>4.70</b>	4.99	7.17	NA	0.00	4.90	3.10
<span>▼</span> JERUSALEM	ISRAEL	<b>143</b>	<b>4.64</b>	4.58	4.67	1.73	6.90	6.45	3.70



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING
<span>NEW</span> SÃO GONÇALO	BRAZIL	<b>144</b>	<b>4.60</b>	3.16	8.72	NA	3.15	4.90	3.25
▼ SEMARANG	INDONESIA	<b>145</b>	<b>4.58</b>	4.76	9.15	0.27	6.30	1.05	0.85
▼ MALANG	INDONESIA	<b>146</b>	<b>4.56</b>	4.16	8.60	0.27	9.60	1.05	0.80
<span>NEW</span> ANGELES	PHILIPPINES	<b>147</b>	<b>4.55</b>	4.34	8.88	0.70	8.25	0.00	1.45
▼ BELÉM	BRAZIL	<b>148</b>	<b>4.48</b>	2.66	8.28	1.07	8.10	4.90	3.50
▼ RIO DE JANEIRO	BRAZIL	<b>149</b>	<b>4.46</b>	1.26	9.70	6.97	4.80	4.90	3.45
▼ YOGYAKARTA	INDONESIA	<b>150</b>	<b>4.42</b>	3.84	8.28	0.50	9.90	1.05	0.85
▼ FORTALEZA	BRAZIL	<b>151</b>	<b>4.36</b>	2.46	9.05	3.10	3.95	4.90	3.75
▼ HONOLULU, HI	UNITED STATES	<b>152</b>	<b>4.35</b>	4.92	3.98	1.03	3.05	9.95	1.85
<span>NEW</span> PEREIRA	COLOMBIA	<b>152</b>	<b>4.35</b>	4.51	5.00	0.63	7.10	2.80	4.95
▼ PUEBLA	MEXICO	<b>153</b>	<b>4.33</b>	3.90	6.28	1.53	5.45	5.10	3.10
▼ RECIFE	BRAZIL	<b>154</b>	<b>4.30</b>	2.42	9.40	2.90	3.30	4.90	3.45



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	VALPARAÍSO	CHILE	<b>155</b>	<b>4.27</b>	3.81	5.95	0.87	4.70	4.55	5.45
NEW	MONTEVIDEO	URUGUAY	<b>155</b>	<b>4.27</b>	4.78	4.75	1.50	4.80	4.20	3.60
NEW	JOÃO PESSOA	BRAZIL	<b>156</b>	<b>4.26</b>	4.50	6.30	0.83	2.40	4.90	3.85
▼	MANAUS	BRAZIL	<b>157</b>	<b>4.23</b>	2.79	8.30	1.60	4.70	4.90	3.30
NEW	FLORIANÓPOLIS	BRAZIL	<b>158</b>	<b>4.18</b>	3.73	5.35	NA	3.80	4.90	3.30
▼	QUITO	ECUADOR	<b>159</b>	<b>4.15</b>	1.84	8.73	1.33	7.80	4.10	3.40
▼	BUCHAREST	ROMANIA	<b>160</b>	<b>4.10</b>	1.66	9.30	3.40	2.70	3.50	6.20
NEW	CAMPO GRANDE	BRAZIL	<b>161</b>	<b>4.07</b>	4.38	6.92	0.80	0.00	4.90	3.65
NEW	SÃO JOSÉ	BRAZIL	<b>162</b>	<b>3.96</b>	5.30	2.96	NA	0.00	4.90	3.60
▼	SAN JOSÉ	COSTA RICA	<b>163</b>	<b>3.95</b>	0.74	8.73	5.73	5.35	3.70	4.35
▼	KOTA KINABALU	MALAYSIA	<b>164</b>	<b>3.94</b>	2.78	5.30	1.10	9.90	6.40	0.25
▼	CARACAS	VENEZUELA	<b>165</b>	<b>3.93</b>	2.21	6.70	2.37	4.75	5.45	4.50



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	BOGOTA	COLOMBIA	<b>166</b>	<b>3.89</b>	0.83	7.78	7.73	4.05	2.80	5.40
▼	LARUT & MATANG	MALAYSIA	<b>166</b>	<b>3.89</b>	4.86	2.43	0.27	4.90	6.40	3.00
NEW	SINGAPORE	SINGAPORE	<b>167</b>	<b>3.78</b>	2.28	6.32	NA	4.85	5.60	1.85
▼	MEDAN	INDONESIA	<b>168</b>	<b>3.75</b>	3.62	7.45	0.37	5.85	1.05	0.80
NEW	LIMA	PERU	<b>169</b>	<b>3.72</b>	0.83	9.43	NA	6.10	1.55	3.65
▼	MANILA	PHILIPPINES	<b>170</b>	<b>3.68</b>	0.33	9.45	9.73	5.95	0.00	0.95
▼	TEL AVIV	ISRAEL	<b>170</b>	<b>3.68</b>	1.52	3.37	6.13	8.00	6.45	3.40
NEW	ST PETERSBURG	RUSSIA	<b>171</b>	<b>3.65</b>	2.00	4.27	5.70	7.05	5.90	1.30
NEW	JOHANNESBURG	SOUTH AFRICA	<b>172</b>	<b>3.64</b>	2.38	6.22	1.20	6.70	2.60	3.90
NEW	LA SERENA	CHILE	<b>173</b>	<b>3.57</b>	5.04	1.32	0.37	2.80	4.55	5.15
▼	BARRANQUILLA	COLOMBIA	<b>174</b>	<b>3.53</b>	1.43	7.27	1.27	5.95	2.80	5.05
▼	PANAMA CITY	PANAMA	<b>175</b>	<b>3.48</b>	1.11	6.15	2.50	7.25	4.40	3.95



DRIVER  
SATISFACTION  
INDEX 2016

# By Metro

METRO	COUNTRY	RANK	INDEX RATING	TRAFFIC RATING	ROAD SAFETY RATING	DRIVER SERVICES RATING	QUALITY RATING	SOCIO ECONOMIC RATING	WAZEY RATING	
▼	MEDELLIN	COLOMBIA	<b>176</b>	<b>3.44</b>	1.30	5.45	2.63	8.40	2.80	4.50
▼	BUCARAMANGA	COLOMBIA	<b>177</b>	<b>3.43</b>	3.47	3.27	0.90	5.10	2.80	5.10
NEW	MACEÍÓ	BRAZIL	<b>178</b>	<b>3.37</b>	3.39	5.72	0.77	0.00	4.90	3.05
▼	JAKARTA	INDONESIA	<b>178</b>	<b>3.37</b>	0.57	9.78	4.03	6.10	1.05	0.65
▼	GUETAMALA	GUATEMALA	<b>179</b>	<b>3.36</b>	0.96	7.98	3.83	6.35	0.45	3.20
▼	CALI	COLOMBIA	<b>180</b>	<b>3.22</b>	1.58	4.78	2.27	6.05	2.80	5.20
▼	SURABAYA	INDONESIA	<b>181</b>	<b>3.14</b>	0.94	9.30	0.73	6.50	1.05	0.80
▼	BANDUNG	INDONESIA	<b>182</b>	<b>3.00</b>	0.90	8.93	0.90	6.35	1.05	0.25
▼	DENPASA	INDONESIA	<b>183</b>	<b>2.89</b>	1.16	8.62	0.50	5.05	1.05	0.40
▼	SAN SALVADOR	EL SALVADOR	<b>184</b>	<b>2.85</b>	1.78	5.45	2.10	4.75	0.35	3.25
▼	BOGOR	INDONESIA	<b>185</b>	<b>2.15</b>	3.23	NA	0.23	2.60	1.05	0.40
NEW	CEBU	PHILIPPINES	<b>186</b>	<b>1.15</b>	0.58	2.07	NA	2.50	0.00	1.35