

Sudoku Online: Slowest Drive-Thrus Study, May 2025

States With the Slowest Fast Food Drive-Thrus

Rank	State	Avg. Proportion Rated Slow
1	California	0.598
2	Connecticut	0.587
3	New Mexico	0.568
4	Washington	0.567
5	New York	0.516
6	Maryland	0.508
7	Michigan	0.491
8	Illinois	0.488
9	Missouri	0.477
10	Massachusetts	0.475
11	Wisconsin	0.474
12	Idaho	0.471
13	Louisiana	0.46
14	Oregon	0.459
15	Nebraska	0.458
16	Kentucky	0.446
17	South Carolina	0.438
18	New Jersey	0.437
19	Utah	0.428
20	Virginia	0.422
21	Florida	0.421
22	Mississippi	0.42
23	Maine	0.417
24	Ohio	0.416
25	North Carolina	0.415
26	Texas	0.409
27	Arkansas	0.407
28	Minnesota	0.394
29	West Virginia	0.393
30	Indiana	0.392
31	Georgia	0.385
32	Arizona	0.383
33	Kansas	0.375
34	Pennsylvania	0.371
35	Tennessee	0.368
36	Alabama	0.365

37	Iowa	0.363
38	Oklahoma	0.36
39	Colorado	0.354
40	Nevada	0.323

Restaurants With Bad Drive-Thru Service

Rank	Restaurant	% Who Say It
1	Wingstop	34.38%
2	Tropical Smoothie Cafe	31.34%
3	CookOut	27.98%
4	Popeyes	27.53%
5	Church's Chicken	26.19%
6	Checkers/Rally's	22.44%
7	Bojangles	21.77%
8	El Pollo Loco	21.51%
9	McDonald's	21.43%
10	Burger King	20.95%
11	Hardee's/Carl's Jr.	19.81%
12	KFC	18.46%
13	Tim Horton's	18.18%
14	Steak 'n Shake	17.78%
15	Del Taco	17.07%

Restaurants With Slow Workers

Rank	Restaurant	% Who Say It
1	McDonald's	24.44%
2	Burger King	17.73%
3	Taco Bell	16.24%
4	Wendy's	16.05%
5	KFC	14.16%
6	Popeyes	11.53%
7	Arby's	11.03%
8	Dairy Queen	10.98%
9	Sonic	10.28%
10	Dunkin'	10.13%

States With Slow Workers

Rank	Restaurant	Avg. Proportion Rated
1	Tennessee	0.514
2	Florida	0.503
3	Georgia	0.465
4	Louisiana	0.441
5	Alabama	0.427
6	West Virginia	0.426
7	New Mexico	0.422
8	Maryland	0.419
9	North Carolina	0.403
10	Kentucky	0.394

Restaurants With Inefficient Processes

Rank	Restaurant	% Who Say It
1	McDonald's	24.89%
2	Burger King	18.73%
3	Wendy's	17.59%
4	Taco Bell	17.04%
5	Starbucks	15.00%
6	Chick-fil-A	14.85%
7	KFC	14.51%
8	Arby's	12.72%
9	Dairy Queen	12.17%
10	Sonic	12.02%

States With Inefficient Processes

Rank	Restaurant	Avg. Proportion Rated
1	Texas	0.478
2	Arkansas	0.47
3	New York	0.469
4	Illinois	0.467
5	Idaho	0.439
6	Florida	0.438
7	Oregon	0.423
8	Washington	0.421
9	Louisiana	0.419
10	Connecticut	0.415

Restaurants That Are Understaffed

Rank	Restaurant	% Who Say It
1	McDonald's	26.18%
2	Burger King	24.84%
3	Taco Bell	17.59%
4	Wendy's	17.09%
5	KFC	15.55%
6	Arby's	15.25%
7	Starbucks	14.85%
8	Dairy Queen	14.75%
9	Sonic	13.26%
10	Dunkin'	12.97%

States That Are Understaffed

Rank	Restaurant	Avg. Proportion Rated
1	Michigan	0.517
2	Ohio	0.499
3	Maine	0.496
4	Nebraska	0.475
5	Massachusetts	0.467
6	Minnesota	0.46
7	Idaho	0.459
8	Iowa	0.456
9	Oregon	0.449
10	West Virginia	0.442

Restaurants Where Products Take Long to Prepare

Rank	Restaurant	% Who Say It
1	KFC	12.17%
2	Starbucks	9.89%
3	Panera Bread	9.39%
4	Culver's	9.09%
5	Dairy Queen	8.84%
5	Chick-fil-A	8.84%
7	McDonald's	7.95%
8	Burger King	7.40%
9	Popeyes	7.20%
10	Arby's	6.95%

States Where Products Take Long to Prepare

Rank	Restaurant	Avg. Proportion Rated
1	Minnesota	0.362
2	Indiana	0.339
3	Iowa	0.31
4	Kansas	0.305
5	Oklahoma	0.293
6	Virginia	0.287
6	New Jersey	0.287
8	Alabama	0.286
9	Colorado	0.283
10	Michigan	0.282