

App Store complaint report

Strava: Run, Bike, Walk · Strava, Inc. · current version 485.0.0

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2025-06-06 to 2026-10-19).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	2.75
Reviews with a complaint	320 (64%)
Storefronts	CA 200, US 150, GB 150
All-time App Store rating (US)	4.81 from 377,997 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	198	2.3	484.0.0 (13), 482.0.0 (13), 481.0.0 (12)
Pricing / subscription	139	2.3	482.0.0 (9), 483.0.0 (8), 484.0.0 (7)
Feature requests	99	2.1	483.0.0 (9), 484.0.0 (8), 480.0.0 (7)
UX / design	54	2.1	483.0.0 (7), 480.0.0 (7), 485.0.0 (4)
Crashes / freezes	36	2.6	473.0.0 (3), 477.0.0 (2), 475.0.0 (2)
Performance	30	2.4	483.0.0 (4), 485.0.0 (2), 478.0.0 (2)
Ads	25	2.1	481.0.0 (3), 480.0.0 (2), 483.0.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
485.0.0	22	3.5	45%
484.0.0	28	2.6	68%
483.0.0	29	2.9	66%
482.0.0	35	3.0	57%
481.0.0	37	3.1	54%
480.0.0	29	2.7	62%
479.0.0	16	2.8	69%
478.0.0	7	3.1	43%

Representative quotes

Bugs

“Tired of the bugs, I’m done – I’m officially done with Strava. Syncing with the health app has been broken for the past two weeks, and as of this morning my workout is stuck in “processing activity” status. I just canceled my subscription. I’m going back to th” (1★, v482.0.0, US, 2026-09-27)

“Bugged – Already stopped using after 30 minutes due to many bugs encountered. Worked hard to trace a new route but twice was not able to save route due to “network failure errors” ?? I thought these were professionals” (1★, v479.0.0, GB, 2026-09-05)

Pricing / subscription

"Have to pay to use the app – The app used to be free and amazing and now you can't use any features without paying for a subscription. Sadly just deleted the app. Miss the old one that made me love it!" (1★, v463.0.0, CA, 2026-05-14)

"Gets worse with every update – I've been using Strava since 2010-ish and with every update it gets worse. Sure I don't pay for the subscription because it's ridiculously expensive. The app is not very stable, always has errors. And now there's almost no point " (1★, v484.0.0, US, 2026-10-08)

Feature requests

"Not simple. – The overall experience is overwhelming. The amount of clicks and choices and configurations necessary to just track workouts is overwhelming. Already on trial, and there are still options to pay for extra stuff. And you choose, and you configure " (2★, v465.0.0, CA, 2026-05-28)

"Make "Athlete Intelligence" optional, please. – I cancelled my paid subscription because they added their worthless "athlete intelligence" that is inaccurate and annoying. I like tracking my rides, but I don't want AI in everything (or anything). I definitely " (2★, v484.0.0, US, 2026-10-10)

UX / design

"Unnecessarily cumbersome process to cancel. – Cancellation requires you to navigate to a non-iOS friendly website in which they hide the cancellation option as a tiny hyperlink on the bottom of the page. It's a conscious design choice to omit features like t" (1★, v481.0.0, US, 2026-09-17)

"App limitations – Unfortunate it doesn't send power data to Apple Health when syncing. Also slightly confusing app layout. ++ taps to get to previous workout from specific day. Free tier is bombarded with suggestions to upgrade" (3★, v428.0.1, CA, 2025-09-16)

Crashes / freezes

"Something went wrong – It just stays stuck on Somethign went wrong, I don't get it. Tried reaching support they never replied not sure why a running app as an issue, running?" (1★, v470.0.2, CA, 2026-07-08)

"Sometimes doesn't load – A recent update has left the app not loading most of the time. When it does load starting to track a route causes it to crash" (1★, v420.0.0, CA, 2025-07-20)

Performance

"Help is very slow – Subscription paid for and not working. Help function / support has been looking for 3 days and not fixed it." (1★, v478.0.0, GB, 2026-08-27)

"INCREDIBLY ANNOYINGLY SLOW – I used Strava to record my 2 and a half mount bike tour and regret it. Great app and ecosystem IF it wouldn't freeze up completely half the time I try to use it while recording" (1★, v478.0.0, CA, 2026-09-01)

Ads

"Fell off in a big way – It, like everything else from the 2010s just kind of sucks now. Now particularly offended that they paywalled some of the best features, but am at over the top obnoxiousness of the constant ads and placeholders for "premium" everywhere" (2★, v482.0.0, US, 2026-09-30)

"Pay for premium yet I see adverts – Premium user but is constantly seeing sponsored challenges and adverts from Runna. Won't renew premium until I see less advertisements plastered on my runs as though I endorse the products" (1★, v464.0.1, GB, 2026-05-24)

The 10 most important fixes

1. Ease paywall pressure [Pricing / subscription · 68 reviews · avg severity 2.3/3 · versions 482.0.0, 483.0.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Ads over locked features – This app should just be advertised as a paid app at this point no real reason to use the free version. So many features have been stripped and put behind the paywall. Bad user experience as a free user" (1★, CA)

2. Soften the redesign backlash [UX / design · 67 reviews · avg severity 2.2/3 · versions 483.0.0, 480.0.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"New share activity screen worse – I use it free not paying when don't have to but the share activity screen has changed recently and how this passed muster I have no idea" (2★, GB)

3. Justify or adjust the price [Pricing / subscription · 63 reviews · avg severity 2.4/3 · versions 479.0.0, 483.0.0]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Don't waste your money – I regret paying a subscription fee for app. On my most important ride it didn't record my ride." (1★, US)

4. Stop data / progress loss [Bugs · 55 reviews · avg severity 2.3/3 · versions 482.0.0, 481.0.0]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"It reset my workout – The apps amazing! But one problem is that I finished a run but it glitched out and didnt let me press finish no matter what I did so I had to reset the app and lost all my progress from my run today" (3★, GB)

5. Improve content quality [Feature requests · 50 reviews · avg severity 2.3/3 · versions 484.0.0, 485.0.0]

Review the content areas users name; add a "report a problem" button on content.

"Lacking accuracy – Lacking accuracy, adds too many or not enough kilometers, training time totally wrong... Has a hard time detecting GPS when other apps have no problem" (2★, CA)

6. Answer support requests [Bugs · 36 reviews · avg severity 2.4/3 · versions 472.0.0, 481.0.0]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Completely useless customer support – When they removed facebook access I lost access to my old account. Have contacted customer services multiple times with no response and no workaround for the thousands of users that probably had the sam" (1★, CA)

7. Fix login / account access [Bugs · 31 reviews · avg severity 2.6/3 · versions 472.0.0, 465.0.0]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Unable to login – This app appeared to have a good concept but unfortunately I'm not able to actually use it. When I put my verification code from my email to login nothing happens. Even tried logging in via Apple etc but still absolutely n" (1★, GB)

8. Ship the most requested feature [Feature requests · 35 reviews · avg severity 1.9/3 · versions 483.0.0, 480.0.0]

Read the quotes below for the exact request; consider a public roadmap.

"PLEASE ADD ELEVATION GAIN OPTION – Great app. I did like it more when it was a little more barebones but I guess the new data metrics are nice. However, this app would be even better if we could have the option to manually add elevation gai" (3★, US)

9. Simplify navigation [UX / design · 30 reviews · avg severity 2.1/3 · versions 480.0.0, 483.0.0]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Nick – Awful. Confusing. Messy. What a waste of an annual subscription. This app is so messy. So cluttered and I'm sick to death with the recommendation and stuff I don't want to see. Have switched off as best I can pretty much every setti" (1★, GB)

10. Make trials and renewals transparent [Pricing / subscription · 28 reviews · avg severity 2.2/3 · versions 461.0.1, 484.0.0]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"Free Trial – When I downloaded the app they offered me a free trial and of course i accepted i wanted to see what other features the app had to offer however when i cancelled the free trial it still charged me for the annual subscription. o" (1★, CA)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.