

Creating Digital Opportunity: Digital Ride-hailing in Canada

Betsy Donald,
Queen's University

Key Research Question and Major Finding

- What has been the impact of Digital Ride-hailing (e.g., Uber) in Canadian communities?
- The impact has been uneven across cities, neighbourhoods, social classes and digital communities.
- Since the start of this project, there has been gradual acceptance and regulations of Uber and other TNCs across Canadian municipalities; however, there are still debates and questions about regulatory matters, especially given the asymmetries of information and power, creating an uneven playing field between global firms and local actors.

Meaning of Research for Understanding Canada's Digital Opportunity?

Canada needs to innovate digital services, not just be consumers of them. It is not enough to be a consumer of global ride-hailing firms like "Uber" or "Lyft". We are not developing our own stand alone mobility solutions for the world stage.



Key policy implications

- Canada is still lagging behind on research and investment in multi-modal transportation, such as digital ride-hailing, personal vehicle sharing, bike sharing, scooter-sharing.
- We still know little about exactly what kinds of investments are occurring in our Canadian cities and the role of policy in facilitating or hindering fundamental transformation in urban mobility

Publications

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