Pathways to Equity? Examining the societal impacts of AI-enabled mobility solutions

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Abstract

With ongoing urbanization and rising segregation, mobility is crucial for well-being and inclusion, yet inequalities in transportation access persist. AI-enabled mobility innovations promise solutions, but their social impact is underexplored. Using the TCCM framework, our study examines the potential for social exclusion in AI-driven mobility, highlighting fear-based psychological barriers as a major risk to user acceptance, alongside digital and economic exclusion. However, these innovations also present opportunities for inclusion by enhancing time-based and physical dimensions, improving access to facilities, and lowering transport costs through shared autonomous driving, promoting societal equity. The review underscores the need for a deeper social perspective to fully understand the impacts of AI-enabled mobility. Our research guides policymakers and planners to move beyond user acceptance and consider broader social implications and opportunities.

Track: Social Responsibility & Ethics