



# TRANSFORMING RIDE-HAILING SERVICES: EXPLORING THE POTENTIAL OF UBER WEB 3.0 BLOCKCHAIN APP

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**Abstract—** This paper explores the transformative potential of integrating Web 3.0 and blockchain technologies into the ride-hailing industry, specifically focusing on Uber Web 3.0 Blockchain App. As the ride-hailing industry continues to evolve, there is a growing need for enhanced security, transparency, and efficiency. The emergence of Web 3.0 and blockchain offers a unique opportunity to address these challenges and revolutionize traditional ride-hailing services. By leveraging decentralized networks, smart contracts, and tokenization, Uber Web 3.0 Blockchain App has the potential to redefine the user experience for riders and drivers while also reshaping the overall ecosystem. Through an in-depth analysis of the benefits, challenges, and implications of implementing such a solution, this paper sheds light on the potential impact of Web 3.0 and blockchain integration in the ride-hailing industry. The findings of this research will provide valuable insights for stakeholders, policymakers, and researchers interested in understanding the future of ride-hailing services and the transformative power of blockchain technology.

**Keywords—** Web 3.0, Blockchain, Decentralized Network, Smart Contract, Tokenization

## I. INTRODUCTION

Over the last ten years, the ride-hailing sector has grown incredibly and innovated, changing how people commute and move throughout cities. By offering quick, on-demand trips at the touch of a button, services like Uber have transformed the transportation industry. Nevertheless, as the market develops, new difficulties and restrictions appear, ranging from issues of security and privacy to problems with transparency and confidence. The development and use of blockchain and Web 3.0 technologies have significantly increased in recent years. With peer-to-peer connections, decentralized systems, and improved user control over data and digital assets, Web 3.0 is the next iteration of the internet.

The convergence of Web 3.0 and blockchain presents a unique opportunity to transform traditional ride-hailing services by addressing the industry's existing challenges. Uber, one of the leading ride-hailing platforms, has recognized this potential

and has been exploring the integration of Web 3.0 and blockchain technologies into its operations. The purpose of this research paper is to explore the potential of Uber Web 3.0 Blockchain App in revolutionizing the ride-hailing industry. By leveraging decentralized networks, smart contracts, and tokenization, this innovative solution has the potential to enhance security, transparency, and efficiency in ride-hailing services.

This paper examines the advantages, difficulties, and effects of using the Uber Web 3.0 Blockchain App. It will look into how this integration may enhance user experience for both drivers and passengers while also changing the ride-hailing industry's whole ecology. It will also look at the technological, governmental, and adoption issues related to the integration of Web 3.0 and blockchain in the context of ride-hailing services. This research paper will offer useful insights into the potential transformational impact of Web 3.0 and blockchain technologies in the ride-hailing sector by a thorough assessment of the current literature, case studies, and analysis of Uber's implementation.

## II. LITERATURE REVIEW

### A. Exploration:

The advent of Web 3.0 and blockchain technologies has sparked significant interest in their potential applications in the ride-hailing industry. Researchers have explored various aspects of this intersection and have contributed to the literature with their findings:

- Existing studies highlight the potential of Web 3.0 in reshaping ride-hailing services through decentralized architectures, peer-to-peer interactions, and increased user control over data. These technologies have the potential to provide a more secure, transparent, and efficient environment for riders and drivers.
- Researchers have examined the role of blockchain in enhancing trust, security, and transparency in ride-hailing platforms. The immutable and decentralized nature of blockchain enables tamper-proof transaction records, driver ratings, and user feedback. It also provides opportunities for identity verification and data privacy.

- Literature emphasizes the potential benefits of implementing Web 3.0 and blockchain in the ride-hailing sector, such as reducing the influence of intermediaries, improving driver compensation models, and empowering riders with greater choice and control over their transportation options.

**B. Analysis:**

Decentralized applications (DApps) and smart contracts are integral components of Web 3.0 and blockchain technologies. Researchers have extensively explored their applications in various industries, including ride-hailing:

- Studies have examined the feasibility of developing ride-hailing DApps that operate on blockchain networks. These DApps can potentially eliminate the need for a centralized platform operator, providing a more peer-to-peer approach to ride-hailing. Researchers have discussed the advantages of DApps, including lower fees, increased security, and improved user control over personal data.
- Smart contracts have gained attention for their potential in automating and streamlining ride-hailing services.

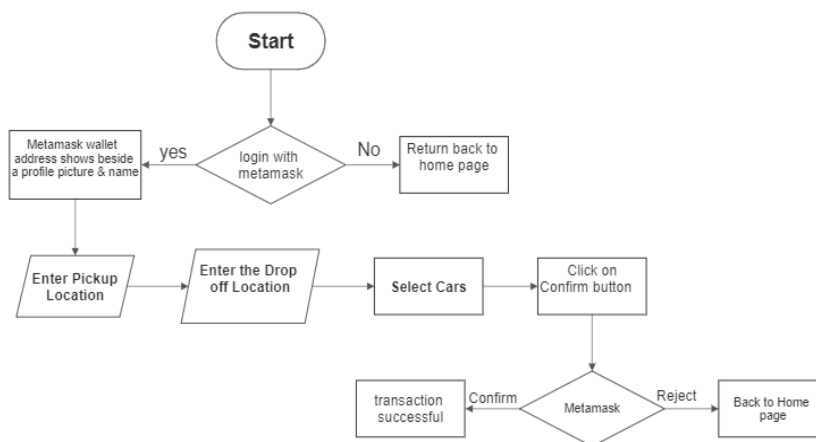
Researchers have explored the use of smart contracts for fare calculations, ride scheduling, and dispute resolution. The transparency, immutability, and self-executing nature of smart contracts contribute to a more efficient and trustworthy ride-hailing experience for both riders and drivers.

- Literature also addresses the challenges associated with decentralized applications and smart contracts in the context of ride-hailing. Scalability issues, user experience design, and regulatory considerations are areas of concern that researchers have identified.

**III. METHODOLOGY**

**C. Overview:**

The purpose of making the Uber Web 3.0 app is that the user, without any effort or personal identity, can login with many decentralized wallets on the website and book a car by making a payment with the help of cryptocurrency.



**Fig. 1. UBER WEB 3.0 FLOWCHART**

The ideology behind creating Uber Web 3.0 is that the user can book a car without any hassle with the help of cryptocurrency. Here users will login to the website using MetaMask which is a very popular decentralized wallet. There are many other wallets but we are currently using Metamask wallets. As soon as the user logs in to the website, the system will assign a name to the user by default and a default profile picture will be set which will be stored in the Sanity database along with its wallet address. Then as soon as the user enters his address in the pick up and drop off location, this request will be sent to Mapbox with the help of API. After which the user will be able to see the car suggestion in the search box which will come from Saniti database and also the user will be able to see the name of the car, price, time, km and eth price. As soon as the user clicks on the confirm button, the

Metamask popup will appear where he will be able to make the payment with the help of Goerli Testnet ETH.

**D. Research Design and Data Collection Methods:**

The research design for this study will follow a mixed-methods approach, incorporating both qualitative and quantitative data. This approach will provide a comprehensive understanding of the potential of Uber Web 3.0 Blockchain App in transforming ride-hailing services. Qualitative data will be collected through interviews and focus group discussions with industry experts, researchers, and representatives from ride-hailing platforms. These discussions will provide insights into the current challenges faced by the industry, potential benefits of Web 3.0 and blockchain integration, and recommendations for implementation.

**E. Identification of Key Stakeholders**

The identification of key stakeholders is crucial to understand the perspectives and interests of different parties involved in the ride-hailing ecosystem. The key stakeholders in this study will include:

- a. Users:** Riders who utilize ride-hailing services for their transportation needs.
- b. Drivers:** Individuals providing driving services through ride-hailing platforms.
- c. Platform Operators:** Representatives from ride-hailing companies like Uber, responsible for managing the platform and implementing new technologies.

By engaging with these stakeholders, their experiences and insights will be gathered, enabling a comprehensive evaluation of the potential impact and feasibility of Uber Web 3.0 Blockchain App.

**F. Evaluation Criteria for Assessing the Potential of Uber Web 3.0 Blockchain App:**

To assess the potential of Uber Web 3.0 Blockchain App, a set of evaluation criteria will be established. These criteria will

provide a structured framework for analyzing the benefits, challenges, and implications of the proposed solution.

The evaluation criteria may include:

- a. Security:** Assessing the enhanced security measures offered by the blockchain technology and their impact on protecting user data and transactions.
- b. Transparency:** Analyzing the extent to which blockchain provides transparent and auditable records of transactions, ratings, and feedback in the ride-hailing ecosystem.
- c. Efficiency:** Evaluating the efficiency gains through automation of processes, such as fare calculations, ride matching, and dispute resolution using smart contracts.
- d. User Experience:** Considering the impact of Uber Web 3.0 Blockchain App on the overall user experience, including ease of use, trustworthiness, and convenience.
- e. Scalability:** Examining the scalability potential of the proposed solution to handle a large number of transactions and accommodate future growth in the ride-hailing industry.
- f. Regulatory Compliance:** Assessing the compliance of Uber Web 3.0 Blockchain App with existing regulations and identifying any legal implications.

**IV. PROPOSED SYSTEM ARCHITECTURE:**

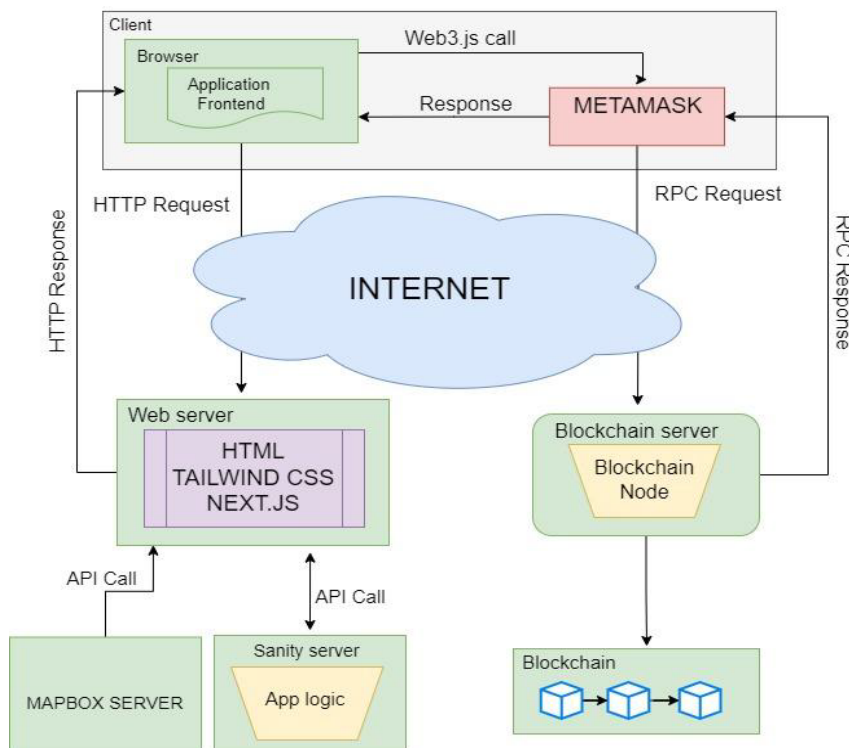


Fig. 2. System Architecture

The system architecture as shown in figure 2 is clearly divided into different parts, such as the frontend, which is a client-side web server, sanity server, mapbox server, metamask server, and blockchain server. The website is presented in the browser

after rendering, which is the frontend part of the website where users can interact with the website. The moment the user opens the website in his browser, he will have to click on login so that he can connect the meta-mask with the website.



Ether.js calls after the login, which sends a pop-up of the metamask on screen. This pop-up is directed by Ether.js. Ether.js is a popular JavaScript library used for interacting with the Ethereum blockchain. It provides a powerful and user-friendly API for developers to build decentralised applications (dApps) and interact with smart contracts.

In Ether.js, we can use the call method to read data from a smart contract without making any state changes. The call method is used for executing constants or view functions of a smart contract. After the metamask popup, users can connect wallets from our website, and after logging in from metamask, a name is assigned to the user with the help of Faker.js. The Faker.js library is used for generating realistic fake data for various categories, such as names, addresses, phone numbers, email addresses, dates, and more. It is often used in software development for testing, prototyping, and generating sample data. Further, the fake name and wallet address are stored on the sanity server. We used Sanity Server as a database, but before Sanity Server, data went to an HTTP request web server. An HTTP request, short for Hypertext Transfer Protocol request, is a message sent by a client (such as a web browser or an application) to a web server. It is a fundamental concept in web development and is used to initiate communication between the client and the server.

The Sanity database, which houses user data, is accessed via an API request. A request for an application or programme to communicate with an API (application programming interface) is known as an API call, short for application programming interface call. (An API is a collection of guidelines and protocols that enables data interchange and communication across various software programmes.)

Once more, an API request is sent to the sanity server from there. A request for an application or programme to communicate with an API (Application Programming Interface) is known as an API call, short for Application Programming Interface call. A collection of guidelines and protocols known as an API enables data interchange and communication across various software programmes.

The user may view the randomly allocated name and wallet address on the website's front end once the data has been saved on the Sanity server. In actuality, the webserver receives an HTTP request, the sanity server receives an API request, and then the webserver responds with an HTTP response for the frontend. A server's reply to a client in response to an HTTP request is known as an HTTP response. The status of

the request, supplementary metadata, and details about the requested resource are all included. The server processes the HTTP request and produces the appropriate response when a client delivers it to it, so that the website may begin presenting the user's name and wallet address.

Then, as soon as the user enters the location of the pickup in the input box, he gets an HTTP request to the server. Again, the same thing happens with drop-off input boxes. As soon as the user inputs both the pickup and drop-off locations, the user starts getting car suggestions below the search box; all suggestions come from our sanity database.

Then, after clicking the confirm button again, an Ether.js call goes to metamask, which shows a metamask popup where the user can see the gas fee with the total amount. After confirmation from the user, a RPC request goes to blockchain. An RPC (Remote Procedure Call) request is a communication protocol that allows a programme to call a procedure or function on a remote system or server and receive the results. It enables distributed computing by allowing programmes to invoke methods on remote servers as if they were local function calls.

Then the user's transaction goes to mempool, where the miner mines the user's transaction, and that mined transaction is added to the blockchain. As this mining task completes on a blockchain server, an RPC response goes to metamask. (When a server receives an RPC request, it processes the request, executes the specified remote procedure or method, and generates an appropriate response.) Which indicates the confirmation of the transaction with the popup on screen.

#### **A. Workflow:**

The user enters the pickup location in the pickup input box, an API call will be made to the Mapbox through which search suggestions (address) will come through Mapbox API and the user will select the desired destination. Then the user will enter his drop off location in the second input box, as soon as the user enters his drop off location, again a pop up call will be sent to the Mapbox. The user will select any one drop off location from which the user will start getting search suggestions. As soon as the user fills the pickup and drop off location, an API call will be made to the Sanity database so that the user can select the car, price, time, km according to his/her need.

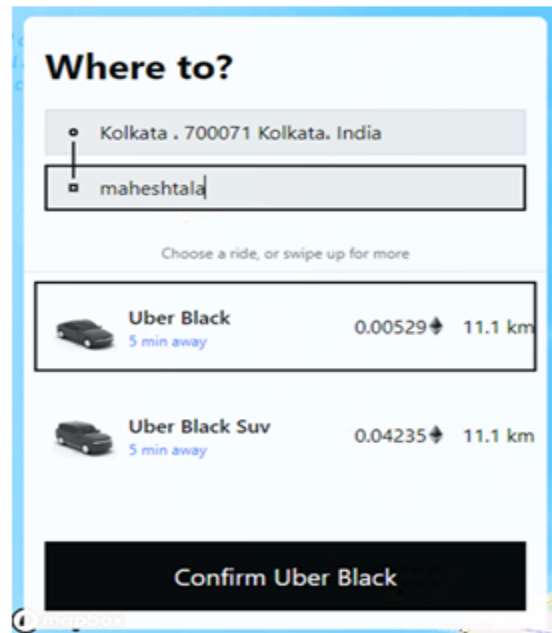
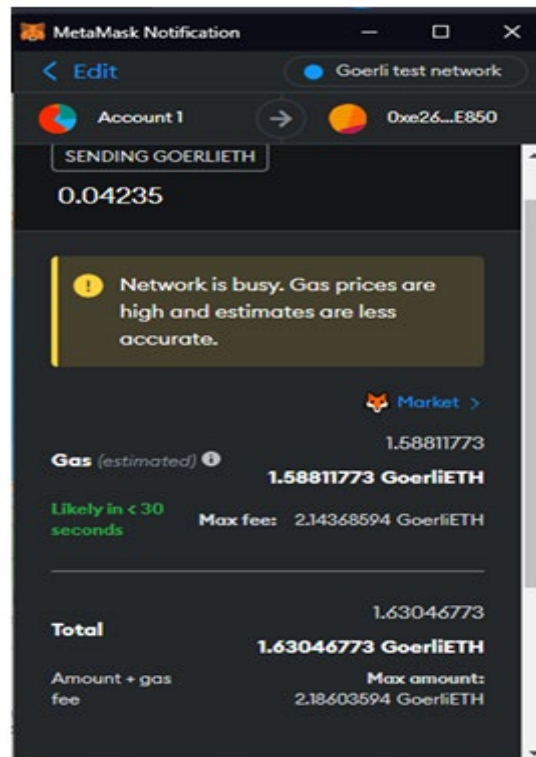


Fig. 3. Pickup and Drop off location

Now, the user selects the car, and there is a confirm button at the bottom. As soon as the user clicks that button, a pop-up window comes up where they can see all their transaction details. Here, the user can see how much money he has to pay in total. Because when the price is shown on the website, it is the car booking charge. And Metamask shows car booking

charges plus gas fees together, from where users can make transactions in the Goerli testnet after confirmation. As soon as the user confirms the payment in Metmask, the user will be able to see a confirmation pop up, which will confirm that the user has successfully placed the order.







## V. CONCLUSION

In conclusion, the Uber Web 3.0 blockchain app has significant potential to alter ride-hailing services. This software has the capacity to overcome some of the major issues that traditional ride-hailing services encounter by utilizing the decentralized nature of blockchain technology. By minimizing fraud and assuring fair remuneration, blockchain's transparency, security, and immutability can increase confidence between drivers and passengers.

Additionally, the app's smart contract capabilities may automate and streamline a number of procedures, including rating systems, dispute resolution, and payment settlements. This boosts the overall customer experience while also increasing operational efficiency. Decentralized identification procedures can also be included to provide both drivers access to a more private and secure environment. Decentralized identification methods can also be included to give both drivers and passengers a more private and secure environment.

The Uber Web 3.0 blockchain app may also result in more equitable pricing structures and higher driver pay because it does away with the need for middlemen and lowers transaction costs. It creates possibilities for a peer-to-peer ride-hailing network where people can communicate and do business with each other directly, enhancing local communities and lessening reliance on centralized platforms.

So, it is crucial to recognize that putting such a revolutionary concept into practice successfully presents a unique set of difficulties. Some of the major obstacles that must be solved are scalability, legal compliance, and user acceptance. Additionally, careful planning and cooperation with multiple parties are necessary for the integration of blockchain into the current ride-hailing infrastructure.

The Uber Web 3.0 blockchain app has a lot of promise to revolutionize ride-hailing services, but it is important to understand that this potential will only be fully realized with the combined efforts of technological innovators, business leaders, decision-makers, and customers. We can create the conditions for a future of ride-hailing services that is more productive, secure, and decentralized by resolving the issues and taking use of the advantages.

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