

RIGHT TO TRANSPORT AND THE CITY: CHALLENGES OF URBAN MOBILITY AT THE GUAMÁ BUS TERMINAL IN BELÉM-PA



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Ana Manoela Piedade Pinheiro¹, Daniella Maria dos Santos Dias² and Bruno Soeiro Vieira³

ABSTRACT

Urban mobility, interconnected with the rights to the city and transport, depends on inclusive and accessible public spaces to guarantee the human dignity of users. The problem-question sought to answer "how is urban mobility characterized in the case of the Guamá Bus Terminal, located in the city of Belém in the state of Pará?". The general objective of the study was to demonstrate how urban mobility is presented in this terminal. To answer the problem, an inductive method was used with the adoption of a qualitative approach, combining theoretical, documentary, bibliographic and field research. Data collection included on-site observations and analysis of official documents. The contributions of Kowarick's and Harvey's theories on urban space and mobility were used in the theoretical framework. The theories proved to be relevant to understand the dynamics of urban mobility in the studied context, revealing the contradictions between official discourse and reality experienced by users. The results of the field research revealed precarious urban mobility in the terminal, marked by a lack of information about lines and schedules, long waiting times, overcrowding, and inadequate infrastructure, such as lighting, benches, ramps, and tactile floors. Such conditions have also compromised the accessibility and inclusion of people with disabilities or reduced mobility, directly impacting the rights to transport and the city. The research highlights the need for interventions in the terminal, based on the criteria presented in decrees and technical standards, including structural reforms and improvements in management and information, to ensure the realization of these human rights.

Keywords: Accessibility. Human rights. Urban Law. Public spaces. Public transport.

¹Doctorate student in Law
Federal University of Pará
ana.piedade@icj.ufpa.br
<https://orcid.org/0000-0002-5477-3987>
<http://lattes.cnpq.br/8346940288482721>

²Dr. in Law
Federal University of Pará
diasdaniella@gmail.com
<https://orcid.org/0000-0003-1234-5279>
<http://lattes.cnpq.br/1345611606547188>

³Dr. in Law and Sustainable Development of the Humid Tropics
Federal University of Pará
bruno.vieira@ufpa.br
<https://orcid.org/0000-0002-9575-6307>
<http://lattes.cnpq.br/0260422488266691>

INTRODUCTION

The right to transportation, a fundamental right constitutionally guaranteed in article 6, caput, of the Constitution of the Federative Republic of Brazil of 1988 (CRFB/1988) and the right to the city provided for in the infra-legal legislation in article 2, item I, of the Statute of the City, are essential for the construction of fair and inclusive cities. However, the reality of the Guamá Bus Terminal (TOG) in Belém, in the state of Pará, highlights challenges in the realization of this right, perpetuating processes of exclusion and socio-spatial injustice (Brasil, 1988; Brazil, 2001).

According to the Brazilian Institute of Geography and Statistics (IBGE) (2022), Belém has a population of more than 1.3 million inhabitants and is located in an estuarine region, and faces particular challenges in terms of mobility. The terminal, located in front of the Guamá campus of the Federal University of Pará (UFPA), at gate 3, serves a large flow of users made up mostly of students from the institution, including a significant number of students with disabilities. The absence of adequate infrastructure and accessible information in this terminal raises questions about the guarantee of the right to the city and transport for all citizens, especially those with specific needs.

In 2023, there were a total of 25,731 students enrolled in the university, only undergraduate, distributed on the institution's main campus in the city – the Guamá campus – where the researched terminal is located. Therefore, the largest audience of users comes from the university. On this campus, 625 students with disabilities enrolled in undergraduate and graduate programs identified with visual, hearing, physical disabilities in wheelchairs or not, intellectual, autism spectrum disorder and multiple disabilities were registered, most of them visually impaired (UFPA, 2024; UFPA, 2022).

In this context, the present research sought to answer the following question: how is urban mobility characterized in the TOG? The general objective was to demonstrate how urban mobility is presented in this terminal. The relevance of the study lay in its contribution to the understanding of the dynamics of exclusion and socio-spatial injustice present in urban mobility, in addition to subsidizing the formulation of proposals for the construction of more inclusive and accessible terminals.

Specifically, the study proposed to expose the normative set that refers to the theme; to discuss how the situation of urban mobility in the terminal reflects the processes of urban dispossession described by Kowarick and the denial of the right to the city theorized by Harvey; identify what were the difficulties encountered in the TOG from the

field research; catalog the bus lines in the terminal; propose alternatives to improve the urban mobility of terminal users.

To answer the problem, the study used the inductive method with the adoption of a qualitative approach, combining theoretical, documentary, bibliographic and field research. Data collection included on-site observations and analysis of official documents. The contributions of Kowarick and Harvey on urban space and mobility were used in the theoretical framework for the critical analysis of the problem, while the collection of empirical data, through observations and documentary analysis, allowed to deepen the understanding of the reality experienced by the users of the terminal.

The bibliographic research was carried out using articles in journals and works on the right to the city and urban mobility, including the theoretical references of Kowarick and Harvey. The documentary research was based on the CRFB/1988, the Statute of the City, the National Policy for Urban Mobility (PNMU), the Statute of Persons with Disabilities and the 2030 Agenda for Sustainable Development.

The field research with direct and investigative observation took place over two weeks, from July 29 to August 2, 2024 and August 5 to August 9, 2024 at TOG, from 6 pm to 7 pm, in order to identify what would be the challenges faced by users of collective public transport based on the criteria defined in federal legislation and technical standards. Data collection was carried out through notes in a field notebook and photographic records with a Samsung 64MP camera. The collected data were organized and presented through tables and figures.

The article is structured in three main sections. The first presents the legal and theoretical framework that underlies the research, exploring the concepts of accessibility and urban mobility. The second section discusses how urban mobility in this terminal reflects the processes of urban dispossession and denial of the right to the city, in the light of Kowarick's and Harvey's theories. Finally, the third section describes the main difficulties faced by TOG users, based on the data collected in the field, and proposes alternatives for the construction of a more inclusive and accessible space.

NORMATIVE BASES OF URBAN MOBILITY

In this section, the Brazilian legal framework related to the theoretical foundations of urban mobility, in connection with the right to transport and the city, will be presented. The analysis will highlight the dialogue between the different legislations: CRFB/1988, City

Statute, PNMU, Statute of Persons with Disabilities and 2030 Agenda for Sustainable Development.

Article 182 of the CRFB/1988 offers the constitutional basis for the discussion of urban mobility in the national legal system, due to the urban development policy. The Magna Carta provides for a list of human rights and, as a result of being constitutionally provided, would make them fundamental rights (Brasil, 1988; Barroso, 2022).

In this sense, in the title of fundamental rights and guarantees, there is the social right to transportation, provided for in article 6, caput, of the CRFB/1988, having been included by Constitutional Amendment No. 90/2015. This inclusion reinforces the importance of mobility as a crucial element for guaranteeing other fundamental rights, such as access to education, health and work (Brasil, 1988).

This right would be associated with the dignity of the person itself, the foundation of the Brazilian Republic in article 1, item III, of the CRFB/1988, which dialogues with other legislation. The City Statute, for example, reinforces the importance of the right to transport as an essential component for the construction of sustainable cities, guaranteeing access to a set of rights that is included in article 2, item I (Brasil, 1988; Brazil, 2001).

The City Statute as a legal instrument that regulates urban policy seeks to promote the sustainable development of cities and guarantee the right to the city for all people. The statute can contribute to the construction of more inclusive and accessible urban spaces, as in the case of bus terminals, especially when applied jointly with the PNMU.

Federal Law No. 12,587/2012, which establishes the PNMU, is also aligned with this perspective. As an instrument of urban development policy, derived from article 182 of the CRFB/1988, the PNMU aims to contribute to universal access to the city, according to its article 2. The law recognizes collective public passenger transport and terminals as key elements of urban mobility infrastructure, as provided for in its article 3 (Brasil, 1988; Brazil, 2012).

Terminals as urban mobility infrastructures would be public spaces that have the potential to be pleasant places, where people feel comfortable waiting for their buses, since urban planning needs to pay attention to these aspects when considering that cities are made for people, which is related to the specific case studied about the TOG (Brazil, 2012; Gehl; Svarre, 2018).

The PNMU defines urban mobility as the condition that allows the movement of people and cargo in the urban space, as provided for in article 4, item II. The law considers

collective public transport as a public passenger transport service, accessible to all people, according to item VI of the same article. Accessibility, for the PNMU, means the ease that allows people to move around the city, according to item III of article 4 (Brasil, 2012).

In addition, Persons with Disabilities (PwD) and Persons with Reduced Mobility (PwMR) cannot be made invisible in their rights to locomotion. The Statute of Persons with Disabilities acts as a legal instrument to guarantee the rights of these people, including the right to urban mobility and accessibility in urban spaces, public transport and bus terminals.

The statute in article 1 aims at the social inclusion and citizenship of both PwD and PwMR. In article 2, it conceptualizes what is meant by PwD as those who have a long-term impediment, which can be of a physical, mental, intellectual or sensory nature. In article 3, item IX, PwMR is considered to be one that for any reason has difficulty in moving, which can be temporary or permanent, which includes the elderly, pregnant women, breastfeeding women, people with infants and obese people (Brasil, 2015).

The Statute of Persons with Disabilities, in its article 3, item I, defines accessibility as the possibility of reaching the use, safely and autonomously, of the urban space, which includes furniture, urban equipment, transport, information and technologies, by PwD and PwMR. To ensure independent living and the full inclusion of people, it is essential to overcome urban barriers in transport, in communications and information, as provided for in article 53 (Brasil, 2015).

With regard to the accessibility of public transport services, including vehicles and terminals, these must be accessible in order to ensure use by all people, as established in article 46, *caput* and paragraph 1 of the Statute of Persons with Disabilities. The boarding and disembarking of PwD must be priority and safe, as provided for in article 48, paragraph 2. Thus, the invisibility of PwD and PwMR in cities cannot be tolerated (Brasil, 2015).

In line with this legal framework, Sustainable Development Goals (SDGs) 10 and 11, of the 2030 Agenda for Sustainable Development, reinforce the need to combat inequalities and promote sustainable cities and communities. Targets 10.2 and 11.2, in particular, highlight the importance of promoting social inclusion and ensuring access to safe, accessible and sustainable transport systems for all by 2030, which is directly related to the challenges identified in this research in relation to urban mobility in the terminal studied (UN, 2015).

Therefore, these would be the legal bases proposed in the study that would interconnect the right to transport to the right to the city, aligned with urban mobility. The

right to the city is shown to be a common right of the entire collectivity, to enjoy and occupy the city. It is necessary to treat urban transport in a way that seeks social justice without, however, disregarding the historical and cultural contexts of cities and how they influence the transport system and its access (Harvey, 2012; Koblowski, Crieckingen and Bassens, 2019).

The Brazilian legislation presented in this section demonstrates an interrelationship, starting from the CRFB/1988 as a legal basis, passing through the Statute of the City, the PNMU and the Statute of Persons with Disabilities. This analysis proves that the theme of urban mobility, associated with the rights to transport and the city, is legally foreseen, with public policies for urban planning aimed at inclusive and accessible spaces.

In this way, it is demonstrated that there are current public policies for urban mobility in the Brazilian legal system, and it is important that they are implemented for the construction of inclusive and accessible urban spaces, as in the case of the TOG, especially when considering the right to transport and the city for people.

KOWARICK AND HARVEY'S THEORIES IN URBAN MOBILITY: POSSIBLE APPROXIMATIONS

The concept of urban dispossession, as presented by Kowarick, transcends the mere deprivation of basic resources and services. He refers to a broader and insidious process of exploitation of the working class, which begins in the productive sphere and extends to the urban space. Kowarick presents urban dispossession as a multifaceted process that manifests itself in the absence or precariousness of collective consumption services considered essential for the reproduction of the workforce and for a decent level of subsistence (Kowarick, 2012).

Urban dispossession, therefore, would not be limited to the issue of housing, but would encompass access to basic services such as transportation, health, education and leisure. The author points out that urban dispossession intensifies the dilapidation of the working class, exploited in labor relations and, subsequently, subjected to precarious living conditions in the city. This exploitation would occur due to the absence of adequate public services that should be guaranteed by the State (Kowarick, 2012).

Kowarick describes the logic of disorder as a central element in the production of urban dispossession. Disorderly urbanization, marked by lack of planning and real estate speculation, would create a scenario of inequality and precariousness, where the working

class would be relegated to peripheral areas, devoid of infrastructure and basic services (Kowarick, 2012).

This disorder would manifest itself in the absence of an efficient and accessible public transport system, which forces the population to make long daily commutes, consuming time and resources that could be dedicated to education, sports, leisure and other activities essential for human development. The time and resources spent on transportation, in a context of precarious urban mobility, would deepen the exploitation of the working class and reinforce the cycle of dispossession.

Kowarick analyzes the city as a space of conflicts and contradictions, where the class struggle is manifested in the dispute for access to urban resources and services. Urban dispossession, in this context, would be a form of symbolic and material violence that would deepen social inequalities and perpetuate the exclusion of the working class. Urban mobility, as a central element in the organization of urban space, becomes a battlefield in this struggle (Kowarick, 2012).

Access to an efficient and affordable transport system would be fundamental to guarantee the right to the city and full participation in social and economic life. The precariousness of urban mobility, as an integral part of the process of urban dispossession, contributes to social exclusion, spatial injustice and the denial of the right to the city. Overcoming this reality requires the construction of a fairer and more inclusive urban development model that guarantees access for all to essential resources and services for a dignified life, using the application of the existing Brazilian normative set on the subject, as demonstrated in the first section of this study.

Kowarick points to the State as a central actor in the production of urban dispossession, both for its action or omission in the provision of public services, and for its role in maintaining a model of capital accumulation that benefits certain groups to the detriment of the majority of the population. The author criticizes the directing of public resources to investments that favor capital instead of meeting the basic needs of the population, such as adequate urban mobility (Kowarick, 2012).

The market, in turn, contributes to urban dispossession by taking advantage of the precariousness of public services to offer private solutions, often inaccessible to the majority of the population. In the context of urban mobility, this can manifest itself in the proliferation of expensive individual transport, in private transport apps, in the lack of maintenance of public transport vehicles and in the reduction of their fleet.

Urban dispossession, in Kowarick's perspective, presents itself as a complex and multidimensional process that manifests itself in the denial of access to services and decent living conditions in the city, including urban mobility. The State and the market would play important roles in the production and perpetuation of this process, which results in the exploitation and exclusion of a large part of the population, especially the working class.

The analysis of the TOG case, in the light of this theoretical perspective, allows us to deepen the understanding of the dynamics of urban dispossession and its implications for the right to the city from the perspective of urban mobility, considering that the city should be a space for everyone, however, this does not match the daily life observed in the researched terminal.

Another important author for this debate is David Harvey, for whom the accumulation of capital would be the central element in the dynamics of capitalism, driving the growth and constant transformation of the system. Capitalist growth would be marked by internal contradictions and recurrent crises, due to its spontaneous nature and the incessant search for accumulation. Capital accumulation would occur in a geographical context, shaping and being shaped by specific spatial structures. Geography would therefore be a crucial element in understanding the dynamics of capitalism (Harvey, 2005).

Thus, production and consumption would be interconnected in a dialectical process, influencing each other and creating the conditions for crises that can manifest themselves in different phases of circulation and production of value. The progress of accumulation would depend on the existence of a surplus of labor and the availability of means of production, such as machines, raw materials, and infrastructure (Harvey, 2005).

The precariousness of the public transport system can be interpreted as a manifestation of the logic of capitalist accumulation, which prioritizes profit and the valorization of capital to the detriment of social needs and the well-being of the population. The social exclusion and spatial injustice present in the TOG can be understood as a result of the denial of the right to the city, which is expressed in the lack of access to basic urban services and equipment, in the precariousness of public transport and in socio-spatial segregation, also violating the right to transport.

Harvey highlights the strategic importance of the city as a space for contestation and political organization, arguing that urban struggles are not mere reflections of broader

conflicts, but rather expressions of contradictions and inequalities inherent to the process of capitalist production of space (Harvey, 2019).

For the author, the right to the city would be considered as a banner of struggle, being represented as a political claim that unites the struggles for social justice and equality. The recognition of the importance of urban struggles in the construction of a political project that unites the transformation of urban space with the construction of a more just and egalitarian society permeates the non-centralization of the working class only in industrial workers, but also in those who produce and reproduce urban life (Harvey, 2019).

In this sense, it would be extended to UFPA students, since they would be the main users in the TOG and despite being students they produce and reproduce urban life, on which the right to the city, the right to transportation and the dignified conditions of urban mobility are imposed, especially taking into account that they make daily trips back and forth between their points of departure and their destination, of which the terminal under study is a part.

DIFFICULTIES FACED BY USERS AT THE GUAMÁ BUS TERMINAL

The field research was conducted considering the criteria established in three documents: Federal Decree No. 5,296/2004 and the ABNT NBR 14022/2011 and ABNT NBR 9050/2021 standards. Based on these criteria, it was observed which ones were met in the terminal under study. The choice of these documents is justified by the fact that their content is directly linked to the theme of the research, dialoguing with the legal bases presented in the first section.

The decree provides that, for the purposes of accessibility to public land transport services, terminals, such as the terminal under study, are considered to be part of this service. ABNT NBR 14022/2011 deals with accessibility in vehicles with urban characteristics for the collective transport of passengers (Brasil, 2004; ABNT, 2011).

The ABNT NBR 9050/2021 standard deals with accessibility to buildings, furniture, spaces and urban equipment. In this sense, the three regulations mentioned provide criteria to be followed and applied in urban planning for the creation of accessible and inclusive spaces, such as terminals. Chart 1 presents the specific criteria that were evaluated during the field research.

Chart 1 – Criteria provided for in the standards observed during the field research.

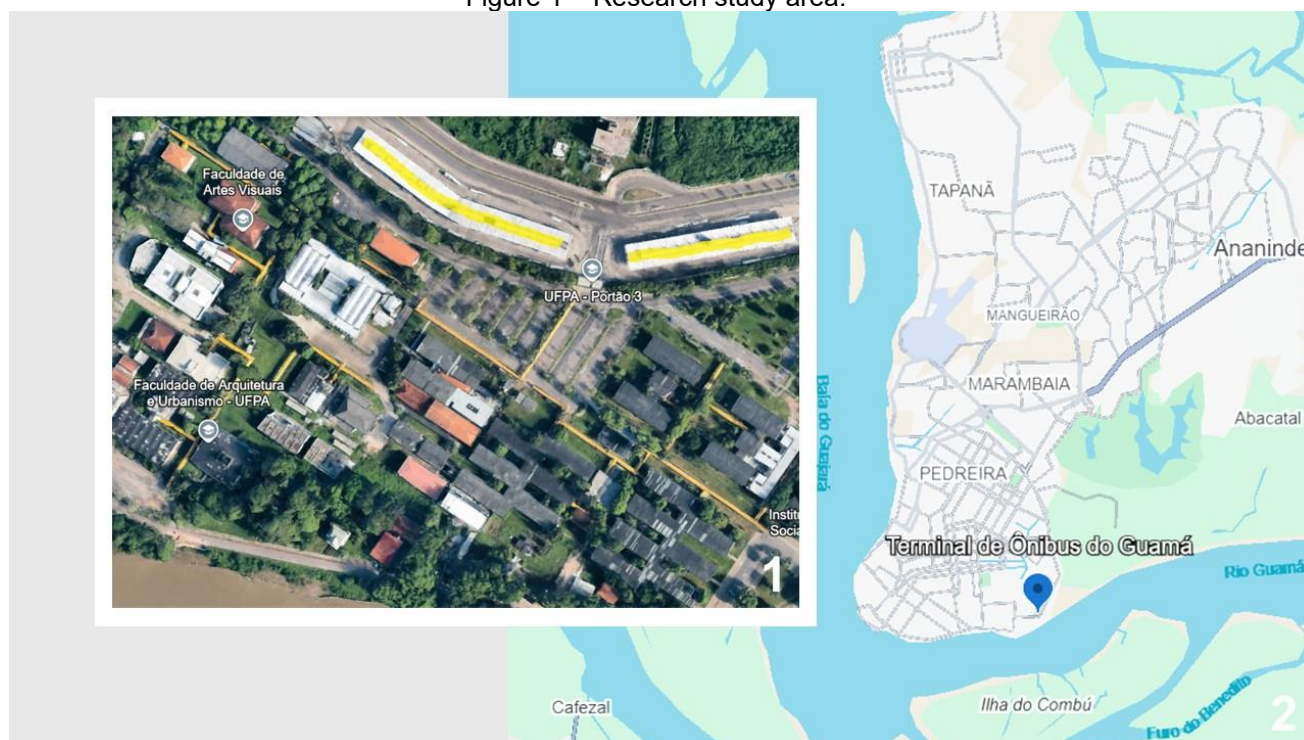
Decree Federal n. 5296/2024	ABNT NBR 14022/2011	ABNT NBR 9050/2021
<p>Article 15. In the planning and urbanization of spaces for public use, the requirements set forth in the technical accessibility standards of ABNT must be met, which includes the lowering of sidewalks with an accessible ramp or elevation of the road for pedestrian crossing at level, and the installation of directional and warning tactile flooring.</p>	<p>4.2 Terminal</p> <p>4.2.1 Every terminal must meet the accessibility standards and criteria regarding communication and signaling, access and circulation, toilets and changing rooms, urban equipment and furniture according to ABNT NBR 14022/2021.</p> <p>4.2.4 The terminal must have at least 20% of the seats available for use by people with disabilities or reduced mobility, located near the boarding places, identified and signposted according to 7.3.2.</p>	<p>5. Information and signage</p> <p>5.1 Information</p> <p>5.1.1 General</p> <p>The information must be complete, precise and clear, and must be arranged according to the transmission criterion and the two-way principle.</p> <p>5.1.3 Two-way principle</p> <p>The information must occur through the use of at least two visual and tactile, tactile and audible senses, defined in 5.2.6.</p> <p>5.2 Signaling</p> <p>5.2.1 Signage must be self-explanatory, perceptible and legible for everyone, including people with disabilities, and must be arranged in accordance with 5.2.8. It is recommended that the information with texts be supplemented with the symbols presented in 5.3</p> <p>5.2.6 Types</p> <p>The types of signage can be visual, audible and tactile.</p> <p>5.2.6.1. Visual signage</p> <p>It is composed of text messages, contrasts, symbols and figures.</p> <p>5.2.6.2. Audible signaling</p> <p>It is composed of sets of sounds that allow comprehension by hearing.</p> <p>5.2.6.3. Tactile signalling</p> <p>It is composed of embossed information, such as texts, symbols, and Braille.</p>
<p>Article 34. Public transport systems are considered accessible when all their elements are conceived, organized, implemented and adapted according to the concept of universal design, ensuring full use with safety and autonomy by all people.</p>	<p>7. Communication and signage</p> <p>7.1 Place of embarkation and disembarkation</p> <p>7.1.1 [...] Tactile flooring must be installed along the entire length of the platforms.</p> <p>7.1.2 At stopping points and/or platforms, the installation of visual, tactile and auditory signaling devices must be provided, with information on the respective bus lines.</p>	<p>6.3 Circulation - Floor</p> <p>6.3.8 Visual and tactile signage on the floor indicates risk and driving situations. It must comply with the provisions of 5.4.6 and specific standards.</p> <p>6.6 Ramps</p> <p>6.6.1 General</p> <p>Ramps are considered to be floor surfaces with a slope equal to or greater than 5%. Ramp floors must meet the conditions of 6.3</p>
		<p>8. Street Furniture</p> <p>8.2 Specific conditions</p> <p>8.2.1 Public transport embarkation and disembarkation points</p> <p>8.2.1.3 The information about the lines made available at the bus stops must meet the parameters</p>

		<p>of Sections 4 and 5.</p> <p>8.9 Public Seats</p> <p>8.9.2 The seats must be placed on a surface level with the adjacent floor.</p> <p>8.9.3 A Reference Module must be guaranteed next to the fixed seats, without interfering with the free circulation lane, as shown in Figure 134.</p>
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Source: Authors, 2025 based on Brazil (2004); ABNT (2011); ABNT (2021).

The area of study of this research, referring to the object investigated, is represented in Figure 1. From the satellite image, in Figure 1.1, it is possible to identify the location of the TOG in relation to UFPA, located in the vicinity of gate 3 of the institution, at geographic coordinates 1°28'21"S and 48°27'06"W. To facilitate its identification, the terminal is highlighted in yellow in the satellite image.

Figure 1 – Research study area.



Source: Adapted from *Google Earth*, 2025.

Figure 1.2 presents an abstract basemap, without relief representation, which indicates the location of the TOG in the city of Belém, Pará state, in relation to its territorial limits. In the lower portion of the figure, the Guamá River is identified, located near the terminal and serving as an additional geographical reference. It is noteworthy that Belém, as an estuarine city surrounded by islands, has unique geographical characteristics, such as the Combú Island, visible in the image and integrated into the urban territory.

The terminal is divided into side A and side B, as illustrated in Figures 2.1 and 2.2, respectively. Side A was identified as the place of embarkation/disembarkation of buses towards the Federal Rural University of the Amazon (UFRA), while side B serves buses towards Augusto Corrêa street. However, it was observed the absence of clear location signage indicating the directions of the bus routes on each side of the terminal, which contradicts ABNT standards.

Figure 2 – Panoramic image of the terminal on sides A and B collected during the field research.



Source: Authors, 2024.

During the field research, through direct and investigative observation, in the periods from July 29 to August 2, 2024 and August 5 to August 9, 2024 at TOG, from 6 pm to 7 pm, the bus lines that circulate in the terminal, on their respective sides A and B, were listed. which are described in Chart 2, considering that there is no such information for users, in violation of the decree and both ABNT standards. It was identified that there is a greater number of bus lines on the B side of the terminal when compared to the A side.

Table 2 – Indication of the bus lines on sides A and B of the terminal from direct observation during the field research.

Side A	305 (UFPA Icoaraci), 320 (UFPA Tamoios), 321 (UFPA Cidade Nova 6), 643 (Pratinha UFPA), 860 (Tapanã UFPA), 999 (Curuçambá UFPA).
Side B	113 (UFPA Cremation), 306 (UFPA Pedreira), 307 (UFPA Padre Eutíquio), 308 (UFPA Alcindo Cacela), 309 (UFPA Ver-o-Peso), 314 (Guamá Tucunduba), 315 (UFPA Historic Center), 316 (Guamá Presidente Vargas), 317 (Guamá Pátio Belém), 768 (UFPA Satellite), 914 (Marituba UFPA).

Source: Authors, 2024.

It was observed that most of the buses on side B, with the exception of lines 768 (Satellite-UFPA) and 914 (Marituba-UFPA), go towards the center of Belém. In contrast, the buses on side A go to peripheral neighborhoods or to neighborhoods in the municipality of Ananindeua. Due to the limitations of the survey and the time observed in loco, it is possible that some bus lines were not identified in the table presented above.

During the field research, the lack of visual, audible and tactile information about the arrival and departure times of the buses, as well as the lines that circulate in the terminal, were identified as challenges faced by users of collective public transport in the TOG. The absence of clear information and signage about the bus line and its respective platform was also found. These difficulties indicate that the information provided is not complete, accurate, and clear, as required by ABNT NBR 9050/2021, in addition to failing to comply with Federal Decree No. 5,296/2004 and ABNT NBR 14022/2011.

The absence of information on the arrival and departure times of the buses directly impacts the waiting time of users, which was also pointed out as a difficulty. Depending on the line, passengers wait at least 20 to 30 minutes for departure. Examples of this are lines 305 (UFPA-Icoaraci) and 999 (Curuçambá-UFPA) on side A of the terminal, and line 914 (Marituba-UFPA) on side B.

It was observed that the 305 (UFPA Icoaraci) and the 321 (UFPA Cidade Nova 6) were the lines that had the most buses leaving from side A and, even so, formed queues during the observed hours, from 6 pm to 7 pm, with a frequency of three buses per hour during the ten days in the field. On side B, the 914 (Marituba UFPA) had the record of the longest queue and the longest waiting time for users over 20 minutes.

No significant differences were observed between the first and second weeks of *on-site* observation, except for the size of the queues. In the first week, there was a lower number of users, which can be attributed to the fact that it was the last week of July, a period of reduced activities at UFPA. This observation suggests the influence of UFPA students on the volume of user circulation in the terminal.

The formation of long queues, combined with the overcrowding of buses, proved to be a challenge faced by users. This situation may be related to the lack of information about the arrival and departure times of the buses, as well as the insufficient number of vehicles available during the period and times analyzed. Lines such as 305 (UFPA-Icoaraci), 321 (UFPA-Cidade Nova 6), 999 (Curuçambá-UFPA) and 860 (Tapanã-UFPA) had long queues, as illustrated in Figure 3.2.

The queues at the time of boarding the buses did not accommodate all users, causing part of the people to have to wait for the arrival of the next bus, without having access to the time forecast, as identified in lines 305 (UFPA-Icoaraci) and 321 (UFPA-Cidade Nova 6). The formation of queues of users was more frequent on side A than on side B, during the days and times observed in the terminal.

Another difficulty factor identified was the intense heat, resulting from the high temperatures, especially in the months of little rain in Belém, between July and November. This situation is aggravated by the effects of climate change, considering that the terminal structure is open and does not have an air conditioning system, relying only on a cover for partial shelter from the sun and rain. According to the National Institute of Meteorology (INMET) (2025), the year 2024 was the hottest in Brazil since 1961, having been influenced by the *El Niño* phenomenon in the first months. This fact reinforces the need for the TOG to have its structure adapted to climate change.

In the lighting of the terminal on side A, burnt out and/or absent lamps were identified, making it impossible to illuminate them completely, as well as on side B, generating areas of darkness. Benches for waiting were distributed on both sides of the terminal, but without a reference module for wheelchairs, as well as without observing the reservation of at least 20% of the seats available for use by PwD or PwMR according to Figure 3.3, not complying with both ABNT standards.

Regarding the accessibility conditions for people with disabilities, it was found that there is directional tactile flooring for people with visual impairment distributed evenly on both sides of the terminal in accordance with ABNT NBR 14022/2011. However, there would be a lack of maintenance on these tactile floors as a result of their wear and tear.

The ramp for people who move around in wheelchairs was identified on side A of the terminal, where the elevation of the road for pedestrian crossing was observed at level as provided for in the decree. However, it needs maintenance, including repairs to its structure as shown in Figure 3.1.

On side B of the terminal, there are two accesses, one as previously recorded in Figure 2.B and the other at the opposite end. In the first access, the presence of a ramp was not identified, nor the lowering of the sidewalk, resulting in an unevenness between the height of the sidewalk and that of the terminal. This situation constitutes a non-compliance with Federal Decree No. 5,296/2004 and the ABNT NBR 14022/2021 standard. At the other end of side B, the presence of a ramp was also not observed, however, the road was raised at the height of the terminal structure.

Figure 3 – Structure and conditions of the terminal during the field survey.



Source: Authors, 2024.

The public transport system, in this case represented by the TOG, did not meet the accessibility criteria. To be considered accessible, all its elements should have been conceived, organized, implemented and adapted according to the concept of universal design, ensuring full use, safely and autonomously, by all people. The survey found non-compliance with the decree and ABNT standards, with the exception of the installation of tactile flooring on sides A and B, and the presence of a ramp on side A.

Although ABNT NBR 14022/2021 establishes that the entire terminal must comply with accessibility standards and criteria in relation to communication and signaling, access and circulation, urban equipment and furniture, this determination was not implemented by the public management in the urban planning of the TOG, as evidenced by the difficulties identified during the field research.

Therefore, the precariousness of urban mobility in the TOG, demonstrated by the lack of information about bus lines and arrival and departure times, long waiting times, overcrowding of buses, inadequate infrastructure – ramps, lighting, benches – and the need to maintain tactile floors, constitutes a violation of the users' right to transport and to the city. This situation contributes to social exclusion and perpetuates spatial injustice.

In this way, the service provided at TOG offers a right to transportation and to the city that does not match the human dignity of people who use public transport by bus at

this terminal, according to the criteria applied. This reality highlights the logic of disorder and urban dispossession, concepts developed by Lúcio Kowarick, in which the precariousness of urban services and infrastructures results in the denial of the right to the city, as discussed earlier in the second section.

The lack of planning, the absence of investments and the prioritization of private interests to the detriment of collective well-being create an environment of inequality and exclusion, where access to the city and its resources is restricted for a large part of the population. In the case of the TOG, the lack of information, the inadequate infrastructure and the long lines configure a process of dispossession, in which users are deprived of minimum conditions to exercise their rights and enjoy the city in a full and dignified way.

FINAL CONSIDERATIONS

The research evidenced the need to apply the existing legal basis, exposed in the first section of the work, through the implementation of public policies in the urban planning of the investigated terminal in conjunction with the criteria provided for in the technical standards. Kowarick's and Harvey's theories were fundamental to understand the dynamics identified in the TOG, bringing its concepts closer to the reality experienced by the users, mostly UFPA students.

The problem question of the study was answered once the challenges identified during the field research were demonstrated. The challenges demonstrated during the field research, such as lack of information, inadequate infrastructure and long waiting times, make it impossible to fully exercise the human rights to transport and the city, especially for UFPA students, who constitute the majority of the terminal's users.

In view of this, the research concludes that it is imperative to adapt the terminal, through the joint application of the decree and ABNT standards, in order to ensure the realization of the rights to the city and transport for all its users, including PwD and PwMR who use the TOG in their travels.

A structural reform of the TOG is proposed, with the installation of monitors that inform in real time the arrival and departure times of the buses, including sound reproduction to ensure the inclusion of people with visual impairments. In addition, it is suggested to create a closed and air-conditioned environment, providing greater comfort to

users. It is also important to study the feasibility of increasing the fleet of bus lines with greater demand, especially at peak times, to reduce waiting time and overcrowding.

It is suggested that future research be carried out to verify whether the adjustments were implemented, according to the execution of the public policies provided for in the legislation and aligned with the criteria of the decree and the ABNT standards used in this study. From this analysis, it will be possible to assess whether the future reality of urban mobility in the TOG effectively guarantees the rights to transport and the city, in line with human dignity, through an inclusive and accessible urban public space.

The current research demonstrated that the precariousness of urban mobility in the TOG directly impacts access to the city, especially for PwD and PwMR, configuring a denial of the right to the city and decent transport. Therefore, conducting future research is critical to monitor the progress of interventions and ensure that the terminal becomes a truly inclusive and accessible space, promoting the dignity and citizenship of all its users.

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