

SUSTAINABLE CITIES AND CORONAVIRUS PANDEMIC: A SUSTAINABLE DEVELOPMENT GOALS PERSPECTIVE

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INTRODUCTION

Society and the world go through rapid changes and transformations in various spheres, such as socioeconomic, environmental, technological and cultural, which are accompanied by intense urbanization and the strong feeling that there is a crisis of governance and values to achieve a vision of the future capable of facing the challenges that arise at this accelerated pace (GPS, 2021).

Based on the information from the Sustainable Public Management Guide (2016), given the context presented above, Brazil fits perfectly, because one of the challenge issues facing the country is: How to balance economic development with environmental sustainability and social justice, through transparent and democratic governance?

The answer to the following question is presented in the Guide in a systemic and horizontal way. There's nothing to let go of momentarily to try and sort it out later. The global socio-economic crisis needs to be solved within the natural limits that the planet itself imposes, reversing trends of extreme climate change and depletion of natural resources, as well as overcoming unacceptable social inequality. Therefore, it must be taken into account that the temporal dimension of the problem is real, and that there is no more time to lose.

As a way to build a future allied to transparent and participatory processes, GPS (2021) presents the Sustainable Cities Program. A program in constant construction, but whose starting point is the realization that it is possible, necessary and urgent to implement a new paradigm of development. The possibility is because the Sustainable Cities Program seeks to join the idea of change to the opportunities and experiences that are already available to be put into practice in the construction of a new development model.

Within this context, as a suggestion for the elaboration of a modern urban planning, the GPS (2021) indicates a systemic approach based on sustainability and involving the various fields of the municipality, such as: economic, cultural, social, ecological, technological, tax, and demographic. The plan also aims to involve the various municipal agencies related to these issues and perform an integrated analysis of the information.

Thus, the strategic planning presented in GPS (2021) is focused on a systemic and participatory discussion, considering the execution of projects under a short, medium and long-term vision, in order to ensure the continuity of programs, especially infrastructure works,

usually more time-consuming. Finally, it is suggested that the plan establishes goals with public monitoring, thus having transparency.

Given the context so far, the pandemic also arises, that is, SARS-CoV-2, which was identified in Wuhan in China and caused COVID-19, the effects of COVID-19 on cities are profound, as it has paralyzed the economy and social coexistence, stopped transport and threatened employment. It promoted learning without a social environment. He interrupted the music, turned off the cinema, killed the street. It filled the hospitals. Fear set in and the scenario of urban death was felt (Reis, 2020).

The emergence of SARS-CoV-2 when discovered, brought concerns about a potential pandemic, which was confirmed very quickly and spread multilaterally, with broad and multidimensional repercussions on international and intra-national dynamics and varied implications on human relations (Senhoras, 2020)

As such, cities have been able to cope with their own decline. Whether generated by urban space disputes, war devastation, or political, financial, or geographical and environmental calamities, cities have sought resilient and sustainable solutions. Always with enormous asymmetries and disparities, visible globally and are examples of the urban regeneration effort (Reis, 2020).

Reis (2020) also complements by presenting that the rapid acceleration and the feeling of everything being instantaneous in society must be reversed to have new slower and collective languages of doing and being in cities. We need to surprise the urban future like COVID-19 has surprised cities and rendered them inactive.

Therefore, the chapter aims to draw a parallel between the needs of Covid-19 and the characteristics of sustainable cities and to analyze how the concept of sustainable cities can contribute in a pandemic context. And since, the central focus of discussion is on Covid-19, the next item of the chapter makes a presentation on the pandemic that today negatively affects the development of cities in the country.

Pandemic: Covid-19

Based on the above, the item has as its main focus to analyze how the concept of sustainable cities contribute in a pandemic. Thus, to begin the discussion, an overview of the current pandemic that currently involves the world is presented.

Consulting the website of the Ministry of Health, Coronaviruses are a large family of viruses common in many different species of animals, including camels, cattle, cats and bats. Rarely, coronaviruses that infect animals can infect people, such as MERS-CoV and SARS-CoV. But in the month of December 2019, there was the transmission of a novel coronavirus (SARS-CoV-2), which was identified in Wuhan in China and caused COVID-19, and then spread and transmitted from person to person.

The Ministry of Health's website also reports that COVID-19 is a disease caused by the coronavirus, called SARS-CoV-2, which has a clinical spectrum ranging from asymptomatic infections to severe conditions. According to the World Health Organization, the majority (about 80%) of COVID-19 patients may be asymptomatic or oligosymptomatic (few symptoms), and approximately 20% of detected cases require hospital care because they have difficulty breathing, of which approximately 5% may require ventilatory support.

According to the Ministry of Health, the symptoms of COVID-19 can range from a cold, to a Flu-SG Syndrome (presence of an acute respiratory picture, characterized by at least two of the following symptoms: febrile sensation or fever associated with sore throat, headache, cough,

runny nose) to severe pneumonia. The most common symptoms are: cough, fever, runny nose, sore throat, difficulty breathing, loss of smell (anosmia), change in taste (ageusia), gastrointestinal disorders (nausea/vomiting/diarrhea), tiredness (asthenia), decreased appetite (hyporexia), dyspnea (shortness of breath),

Finally, the website of the Ministry of Health alerts to the recommendations for prevention of COVID-19, being the following:

1. Wash your hands frequently up to the height of the wrists, with soap and water, or sanitize with alcohol gel 70%. This frequency should be increased when in a public environment (work environments, buildings and commercial facilities, etc.), when using public transport structure or touching surfaces and objects of shared use;
2. When coughing or sneezing, cover your nose and mouth with a handkerchief or with the inside of your elbow; Do not touch eyes, nose, mouth or the easy protective mask with unsanitized hands;
3. If you touch your eyes, nose, mouth or mask, always sanitize your hands as indicated;
4. Keep a minimum distance of 1 (one) meter between people in public and social places. Avoid hugs, kisses, and handshakes. Adopt a friendly behavior without physical contact, but always with a smile on your face;
5. Frequently sanitize cell phones, children's toys, and other objects that are used frequently.
6. Do not share objects of personal use such as cutlery, towels, plates and glasses;
7. Keep environments clean and well ventilated;
8. If you are sick, avoid close contact with other people, especially the elderly and chronically ill, seek guidance through the online channels provided by SUS or care in health services and follow the recommendations of the health professional;
9. Sleep well and have a healthy diet;
10. It is recommended to use masks in all environments. Fabric masks (homemade/handmade) are not Personal Protective Equipment (PPE), but can act as a physical barrier, especially against the outflow of potentially contaminated droplets.

Thus, many were the actions of both the government and also the authorities to contain the impacts of Covid-19 on the routine of people and the world. Even in the face of many doubts and uncertainties about the possible ways to curb the spread of the virus, emergency strategies and plans have been put in place in many cities. In Brazil and in the world. Protocols and technical recommendations gained wide reach, general guidelines reached the population and a series of articulations between different sectors of society resulted in the production of a vast content on the means of facing the reality imposed by the pandemic.

For this, the Sustainable Cities Program suggests some practices, which are: Urban Strategies; Social assistance; Employment and Income; Public health; Mobility; Transparency and Communication; and Support Networks and Partners. The next item presents sustainable cities and their characteristics.

Sustainable Cities and their Characteristics

Cities are essential in the process of global development. Currently more than 54% of the world's population resides in cities and is expected to reach the 60% mark by 2030. Thus, cities have occupied a crucial role in the global sustainable development agenda. The idea of urban sustainability has been disseminated through important studies and international protocols, in order for cities to overcome social, economic and environmental challenges to generate quality of life for their citizens and contribute to the development capacity of future generations (Bento et al., 2018).

Fabris et al., (2020) complement in the sense of understanding the city interpreted as something organic, conceived as an organism in constant transformation or as a built environment, a reflection of geographical, environmental, cultural, social, demographic, political, institutional, economic and other elements. There is no way to think of urban space in a

comparative way with other places and historical moments, since it reflects some of the main challenges in understanding global urbanization.

By understanding cities, as a way to deepen the discussion of the purpose of the chapter and from a historical reading on the subject, it is verified that the expression "*sustainable city*" emerged in the 1990s shortly after the first concepts of sustainability. From this time environmentalists, economists and activists in different parts of the world criticized the quality of life and development patterns, given the consumption and exaggerated waste of natural resources, the excess of water and air pollution in cities and social imbalances (Bento et al., 2018).

Sustainable cities in the view of the authors Fabris et al., (2020) are those that prioritize the implementation of a set of practices and infrastructure that allows meeting the prerogatives of the Brundtland report and Agenda 21. They emphasize individual and social rights and the literature presents several names related to the term sustainable cities, such as: green cities, digital cities, smart cities, information cities, knowledge cities, resilient cities, low-carbon cities, livable cities, ecocities, low-carbon ecocities and ubiquitous ecocities.

The authors Ferreira et al., (2018) point out that sustainable cities are those that preserve their green areas, without altering the natural ecosystems facing the urban environment. The authors point out that greener cities produce a higher quality of life for their citizens, as they preserve air quality, climate and facilitate the recovery of water systems.

In this scenario, for the development of sustainable cities Bento et al., (2018) mention that the quality of people's lives and the socio-environmental balance are of paramount importance. For this, it is necessary to encourage and develop a culture that seeks the improvement of the environment and the preservation of all species, factors that are aimed at the development of an education for sustainability

Boareto, (2008) emphasizes that there are no sustainable cities, but there is a search for their sustainability. It is necessary to think of sustainable cities as a progressive process of implementing sustainability criteria that require the recognition of a series of values, attitudes and principles both in the public and private spheres and individuals of urban life. The author also argues that cities are the solution to the global environmental crisis currently experienced.

Third World cities, as they are called by Boareto, (2008), systematically pollute, urbanize and destroy their fundamental systems of environmental support, harming environmental efficiency, defended by the author as necessary for cities and that, as the housing crisis of most cities worsens, favelas also directly invade ecological sanctuaries and vital hydrological basins, added to the lack of sewage collection and treatment.

The search for a sustainable city involves challenges that focus on the diversification of its dynamic, creative and sustainable local economy, developing alternatives for the growth of traditional chains and that revert to local actions that reflect on the well-being and quality of life of the population (Fabris et al. 2020).

Therefore, the term sustainable city for Bento et al., (2018) involves the conservation and maintenance of natural resources, taking into account the importance of developing a territorial planning compatible with the particularities of each municipality. Cities, although not natural ecosystems, are interconnected in a systemic and interdependent process, that is, it is a system that needs a new urban governance to solve its problems and conflicts.

To complement the discussion on sustainable cities, Table 1 presents the 12 thematic axes of the Sustainable Cities Program (2012) with their respective descriptions.

Table 1 AXES OF THE SUSTAINABLE CITIES PROGRAMME	
Axes	Description
Governance	Strengthen decision-making processes by promoting the instruments of participatory democracy
Common natural goods	Fully assume responsibilities to protect, preserve and ensure the
Equity, social justice and a culture of peace	Promote inclusive and supportive communities
Local management for sustainability	Implement efficient management that involves the planning, execution and evaluation stages.
Urban planning and design	Recognize the strategic role of urban planning and design in approach to environmental, social, economic, cultural and health issues, to everyone's benefit.
Culture for society	Develop cultural policies that respect and value cultural diversity, pluralism and the defense of natural, built and intangible heritage. at the same time, promote the preservation of memory and the transmission of natural, cultural and artistic heritage, as well as encourage an open vision of culture, in which solidarity, symbolic and transcultural values are anchored in dialogical, participatory and sustainable practices
Education for sustainability and quality of life	Integrate, in formal and non-formal education, values and skills for a sustainable and healthy way of life.
Dynamic, creative and local economy sustainable	Support and create the conditions for a dynamic and creative local economy, which guarantees access to employment without harming the environment.
Responsible consumption and choices Lifestyle	Adopt and provide for the responsible and efficient use of resources and encourage a pattern of sustainable production and consumption
Better mobility and less traffic	Promote sustainable mobility, recognizing the interdependence between transport, health, the environment and the right to the city
Local action for health	Protect and promote the health and well-being of our citizens
From local to global	Assume global responsibilities for peace, justice, equity, sustainable development, climate protection and biodiversity.

In view of what is presented in Table 1, the Sustainable Cities Program aims to involve the 12 axes to seek sustainability and well-being of society. As a way to measure the environmental impacts of a city Boareto, (2008) suggests the "*ecological footprint*", developed by Willian Rees. This method seeks to calculate how much productive land is requested, in hectares. When making this calculation, it is concluded that many cities and countries demand a much larger area than those they occupy and shows the transfer of costs and environmental impacts to other regions of the country and the planet to sustain their consumption pattern.

One way to measure the efficiency and effectiveness of sustainable policies and practices suggested by Vieira, (2012) is through economic/environmental indicators, which favor control by all sectors involved. Thus, sustainable urban development must assume that the principles and premises that underpin its application must be constantly updated, in the face of changes and the changing society that is inserted.

Still thinking about the Sustainable Cities Program. The site presents the good practices applied and that produce concrete results and serve as inspiration for other cities. As an example, we can present the capital of Ceará managed to reduce travel time and improve the convenience of public transport users through the analysis of large-scale information related to

the displacement of pedestrians and vehicles. The city became known as one of the capitals of reference in urban mobility. In 2019 it was elected the third Brazilian municipality in the ranking of smart cities; and also for the mobilization of civil society and managers in favor of data transparency and technical monitoring through indicators.

Boston is another example presented on the website mentioned in the previous paragraph, the city launched the Imagine Boston 2030 program to chart a guiding course of urban growth, addressing persistent inequalities and addressing climate change. Planning began with a deep understanding of the demographic and economic changes the region has gone through, through a two-year process where more than 15,000 Boston voices weighed in, shared ideas and visions for the city's future. The plan encompasses actions in the areas of housing, health, safety, education, economy, energy and environment, open spaces, transportation, technology, art and culture.

Pandemic and Sustainable Cities

As the chapter has as its central proposal to make a parallel between the needs of covid and the characteristics of sustainable cities and also, to analyze how the concept of sustainable cities can contribute in a pandemic context. Table 2 presents based on information from the association of social investors of Brazil analyses and proposals from private social investment and philanthropy actors and other sectors of the field of civil society to think about the sustainable development of cities in 2021, at the time of the pandemic, in areas such as citizenship, economy, education, job and income generation, public management, housing, childhood, urban mobility, climate change, SDGs, sanitation and health.

Table 2 SUSTAINABLE CITIES AND CONTRIBUTIONS IN THE PANDEMIC		
AXES	GOALS	CONTRIBUTIONS
Citizenship	Recognize and empower grassroots organizations	The entire solidarity network set up in the country with the collaboration of private actors is the direct cog in serving communities during the pandemic. They are local organizations that know the territories, the poorest populations and have the ability to make this delivery. Post-pandemic, looking at these organizations, not abandoning them, understanding how they operate and creating a support mechanism is a very important task
Citizenship	Foster and qualify spaces for participation Popular and social control	Deliberative democracy is a way for people to participate and make concrete decisions and not just legitimize the processes that come from governments. And for that, one must be prepared with technical knowledge to be able to build a public agenda that is not tied to political conveniences, because politicians, managers pass by and our demands remain
Education	Qualify connectivity, drive the use of technology	The pandemic meant that many public school students will have a learning delay, since they did not have adequate access to remote teaching due to lack of equipment or internet.
Education	Support managers in promoting the necessary conditions for the resumption of face-to-face classes	The reopening of schools will be paid for in the first days of January. The new agents will have to promote the conditions for the resumption of classes in 2021, dealing not only with the logistical issues at the beginning of the school year, but also computing the effects of the pandemic on learning rates, dropout rates and inequality between student profiles
Generation of work and	Implement entrepreneurship and income generation programs in	Many people lost their jobs and small businesses were closed during the pandemic. For the resumption of economic growth,

income	the peripheries	this theme will be of fundamental importance for the development of cities. Injecting capital into actions aimed at generating income in the peripheries can be an opportunity for private social investment and philanthropy to leave the assistance model that we were all forced to operate in a first moment to help the population
Generation of work and income	Foster innovative and sustainable local businesses with the purpose of solving social and environmental challenges	Encubating and accelerating creative, solidary and green undertakings, low carbon emissions, focused on the construction of local productive arrangements in the perspective of the sustainable city can be a path
Municipal Public Management	Support municipalities to deal with fiscal impacts	The crisis surrounding Covid-19 generated an economic downturn with rising unemployment and a drop in revenue. So, cities will have to dialogue with this challenge of stimulating economic recovery and making the necessary fiscal adjustment
Municipal Public Management	Encourage and support the design of integrated policies based on the demands of each territory	The world today shows very clearly that the territory matters, that each territory has its specificities. Therefore, the peripheries must be included in the design of these policies, taking into account several factors, such as health, education, environment, housing and culture.
Municipal Public Management	Encourage collaboration between federated entities, provide tools of immediate use and with the ability to directly affect the decision-making of local managers	It is extremely necessary to start the sustainability debate with instruments such as the Multi-Year Plan and Master and Land Use Plans
Municipal Public Management	Charge prioritization in master plans	Children's way of life in cities has been increasingly restricted to closed spaces, for a variety of reasons, ranging from the feeling of insecurity in public spaces to families' lack of time. Inequalities of class, race, gender, disability, etc. They shape the structures and organizations of Brazilian cities, generating territorial segregation and further aggravating inequalities, including for children and their families. It is necessary to implement policies that equitably distribute access and security to the city's green areas and public spaces
Health	Promote more structuring and long-term investments	The health issue should not remain an emergency agenda in 2021, but requires structural investments
Sustainable development	Address sustainable development goals (SDGs)	Governments are failing to address the Sustainable Development Goals and, as a result, we are not seeing significant progress.
Sanitation	Establish greater engagement and partnerships with public authorities within the framework of the new legal framework of basic sanitation	Currently, 35 million Brazilians do not have access to water and almost 100 million do not have access to sewage collection (36 municipalities in the 100 largest cities in the country have less than 60% of the population with sewage collection). The positive impacts of universal sanitation for the sustainable development of cities are notable, especially in the areas of health, education, income generation and the environment, not to mention the promotion of dignity and citizenship of the population in a situation of social vulnerability, which becomes have better housing and health conditions based on access to sanitation. The challenge is great and the engagement and partnerships between public authorities, companies in the sector and civil society are fundamental for us to move forward and guarantee more sustainable cities and better quality of life for the population
Climate	Support the creation of solutions	Environmental racism leads millions of people in big cities to

change	aimed at populations subject to the impacts of climate change in a more intense way in cities	suffer the consequences of climatic events, such as floods and landslides. The black population, more vulnerable, is more susceptible to these issues due to the way of production and reproduction of cities that is structurally racist, segregating and excluding. If cities do not face this challenge, life in big cities will increasingly be environmentally unsustainable and will kill millions of black and poor lives.
Urban mobility	Support reorganization of the territorial occupation of cities that encourage short circuits	If people do not have to commute long distances daily to go to large centers to use public services, work, study, shop or go to the doctor, public transport overcrowding will be significantly reduced.

It can be seen, then, in view of the information presented in Table 2, that the pandemic of the new coronavirus has caused numerous changes in the lives of the world population. With the closure of non-essential commerce, the suspension of classes and the installation of telework regimes, most of the daily commutes were interrupted and/or modified. Given this scenario, several impacts on urban mobility were recorded, whether social, economic or environmental. (Couto et al., 2020).

Couto et al., (2020), also comment that Brazil has not developed significant actions in urban mobility based on the lessons that were obtained during the quarantine, thus harming several sectors, one of them is transportation. It is noteworthy that, as in other places, active mobility is gaining more and more adherents among the Brazilian population, as can be seen by the increase in the sale of bicycles. However, this way of getting around ends up bumping into the lack of basic infrastructure to consolidate itself in the Brazilian scenario.

Complementing the item that includes this chapter, Table 3 presents the good practice actions that are being developed in the pandemic within the Sustainable Cities Program in Brazil and in the World.

Table 3 GOOD PRACTICES OF SUSTAINABLE CITIES DURING THE PANDEMIC IN BRAZIL AND IN THE WORLD	
GOOD PRACTICES	DESCRIPTION
Libraries are considered key services during the pandemic	Online and telephone service seeks to encourage social isolation and the culture of reading in adults and children
Kerala is Indian model with best Covid-19 recovery rate	With a focus on social welfare policies and access to basic services, the Indian state combines economic support and health management and will be the first territory to resume activities in India.
Attention to vulnerable groups is a challenge in the largest Brazilian city	With 7,000 Paulistanos over the age of 50 living on the streets, access to essential services is not guaranteed for everyone during the pandemic
City Hall of SP resumes scheduled medical appointments in the municipal network	Maintaining rules of social distancing, temperature measurement and scheduling of time, elective procedures are authorized in the public and private network
Niterói anticipates the pandemic and becomes an example in crisis management. Niterói anticipates the pandemic and becomes an example in crisis management.	Rapid response group for matters related to Covid-19 was created in January with managers and technicians of the municipality. Public actions in various areas are worked in an integrated way.
Distance education platform ensures continuity of the school year in Jordan	Official government portal serves cities across the country with training for teachers, content and online classes
Social participation to combat the new coronavirus	Pelotas City Hall invests in communication and transparency to engage civil society, private initiative and research centers in the search for solutions for the city during and after the pandemic

	Municipal management in the agreste of Pernambuco invests in social isolation measures and support for the city's economy
Stuttgart opens hotline for small businesses	Economic rescue project developed in the German municipality offers legal, accounting and business management advice to local entrepreneurs. In one week, there were more than 8,000 calls.
Municipality of Tubarão invests in the local production of respirators and masks with 3D printing	Partnership with technology companies and universities supports fight against novel coronavirus with healthcare equipment and innovative solutions for local economic development
New York launches communication material focused on diversity	Educational material in 26 languages seeks to reach an audience of immigrants with health, hygiene and social isolation guidelines. City is one of the most affected by the pandemic in the U.S.
US mayors articulate with Congress to support municipalities	Entity brings together mapper with more than 300 local actions of managers who are on the front line against the pandemic. The intention is to share successful experiences between municipalities and encourage innovation as a resource for mayors across the country
Data technology supports measures to combat Covid-19 in Recife	Recife City Hall uses mobile GPS to monitor compliance with isolation measures in different neighborhoods and creates mobile application to guide the population

It is then perceived that in view of the information in Table 3, the actions include from the simplest to the most complex, good practices range from the use of applications to inform the population to a large arrangement of measures that ensure the health of the most vulnerable people and the survival of small enterprises

FINAL CONSIDERATIONS

The international emergency related to COVID-19, declared on January 30, 2020 by the World Health Organization (WHO), has caused the attention of the scientific community to be turned once again to the field of global health and sustainable development.

According to (Buckeridge & Philippi Junior, 2020), the Covid-19 pandemic has revealed virtues and shortcomings of cities in coping with one of the strongest extreme events of the twenty-first century. On the one hand, the strength of science has helped tackle the pandemic, advising on health issues at the height of the disease. On the other hand, the deficiencies in public policies that are problems of the past demanded their resolution, revealing the most perverse face of the inequality existing in the city, the vulnerability to extreme events.

To complement the discussion the authors (Buckeridge & Philippi Junior 2020) to explain the relationship between the Covid-19 pandemic and sustainable cities, make an analogy with ecology, and the city can be seen as an urbsystem with a primary and a secondary structure, and the latter houses the networks of services that determine the quality of life of the city. Public policy generation is the main "*physiological*" mechanism by which cities can become more or less vulnerable to extreme events such as climate change and pandemics.

Still based on the authors cited above, the Covid-19 pandemic stresses the importance of urban sustainability. It shows that sustainability can only be achieved through an intelligence that always considers the application of informed public policies, this can be done through a broader communication with the scientific community.

The pandemic then caused in cities according to (Christoffel et al., 2020), the social vulnerability that can be apprehended as to the resilience of communities when confronted by

external stressful factors to health, such as natural or human-caused disasters, or epidemics of diseases. Reducing social vulnerability can decrease both human suffering and economic losses.

Thus, one of the measures applied and to seek the sustainability of cities at this time of pandemic of the novel coronavirus, according to the recommendation of the Ministry of Health, in compliance with the National Contingency Plan for Human Infection by the new Coronavirus, social isolation should be done, whose main measures are: strict hand hygiene and respiratory etiquette, as well as avoiding crowds, maintain a minimum distance of 1.5 m between people in an environment outside the home, but mainly remain in their home, except for those who work in essential activities such as supermarkets, pharmacy, health facilities and others.

However, the authors (Christoffel et al., 2020) indicate that the Ministry of Health emphasizes that to meet such measures, it is necessary to reflect on which part of the Brazilian population lives in communities that do not have adequate infrastructure and basic sanitation, thus presenting difficulties in relation to personal hygiene and the environment. Many families live in cramped rooms, in conditions that do not favor isolation if someone becomes infected with the coronavirus. The main source of family income is often derived from informal and face-to-face activities, making it impossible to carry out their work remotely, among many other problems.

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