



## Ridership Form FAQs

### **Why am I being asked to complete a Transportation form?**

The PCS Transportation Department currently routes busing for 36,000 eligible students each year. Typically, only 22,000 students utilize transportation services. By asking families to make a selection and auditing our data, we can streamline the routing process for further efficiency.

### **Where do I complete the transportation ridership form?**

Families can indicate their transportation needs by logging in to their parent account in FOCUS at <https://focus.pcsb.org/focus/index.php>. After logging in, you will be immediately prompted to complete the transportation ridership form. A separate form is needed for *each* of your students.

### **Why can't I log in to FOCUS?**

If your parent account has not been set up, or if you have not logged in for 12 or more months, you will need to contact your student's school and speak to the Data Management Technician (DMT). If you need to reset your password, visit <https://www.pcsb.org/passwords>. If you are unable to change your password online or if you do not know your username or password, we prefer for you to visit your child's school to have your identity confirmed and password changed. Please bring your identification with you to the school. If you are unable to visit the school, you can call the school's administration for assistance.

### **Why wasn't I prompted to complete the form in FOCUS?**

If your parent account is not linked in FOCUS, you will not be able to make your transportation declaration. Please contact your student's school and ask for the Data Management Technician (DMT) to link your account to your student(s).

\*Please note that the form will only appear for students enrolled in Pinellas County public schools. Charter and private school students will not be prompted to complete the form.

### **I already completed a transportation survey during my District Application Program enrollment. Do I still need to complete a form?**

Yes, we are asking all families to verify their transportation needs. Please log in to FOCUS to complete the form.



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### **How do I know if my student is eligible for transportation?**

There are multiple factors that determine whether a student is eligible for transportation, including IEPs, magnet program participation, home address distance from your zoned school. FOCUS will automatically prompt you to complete the appropriate form based on your student's eligibility status.

### **What if FOCUS says my student is ineligible for transportation and I believe this is an error?**

If FOCUS states that your student is ineligible for transportation and you believe this is an error, please complete the provided form for the Transportation Department to verify your status. You should receive a response within ten business days of your submission.

### **How long does it take to reestablish transportation for my student if my needs change?**

If a usable stop already exists, your student will be able to get transportation immediately. If a stop needs to be created, it can take up to 7 days processing time before a student can ride. Please note that parents are responsible for the safe transportation of their student to and from school until the new stop information has been communicated to them.

### **What do I do if I have more than one student attending PCS?**

The form must be completed for each student that you have attending PCS.

### **Do I need to complete it for multiple students that attend the same school?**

Yes, a form must be completed for each student that you have attending PCS.