



Ridership Form FAQs

Why am I being asked to complete a Transportation form?

Each year the PCS Transportation Department is asking families if their students need utilize transportation services. By asking families to make a selection we can streamline the routing process and create more efficient routes.

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 create a new parent portal account. Visit <https://www.pcsb.org/focusinfo> for step-by-step instructions on how to create your account. If you need to reset your password, you can do so by following the instructions at <https://www.pcsb.org/focusinfo>. If you need further assistance, please contact your student's school and speak to the Data Management Technician (DMT).

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 follow the instructions for linking your student's account at <https://www.pcsb.org/focusinfo>. If you need further assistance, 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.

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 contact Transportation Department call center to request verification. The call center will open a case and review your student's eligibility.



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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.

What do I do if I determine that I need transportation for my child at a future date?

Parents can request a bus at any time by contacting the Data Management Technician (DMT) at their student's school or by contacting the Transportation Department call center.