

Eastgate Campus Action Plan: Status

July 2026

In 2025, PorchLight, Plymouth Crossing and the City collectively identified action items to further strengthen and improve operations within and around the Eastgate Housing Campus. The Action Plan seeks to improve health and safety for all in the Eastgate area and is based on direct response to community feedback. The status of Action Plan items, and additional steps taken, are summarized in the table below.

Agency	Action	Status	Notes
PorchLight	Implement a system to allow clients to register for nightly beds via smartphone, rather than coming in person to the shelter early each morning to get on the waiting list.	Complete (Q4 2025)	Clients may now register electronically, following an initial sign-up/intake in person. Sign-up hours shifted from 5 AM to 9 AM.
PorchLight	Confirming nightly bed assignments earlier in the evening so that potential clients who cannot be accommodated due to space limitations are better able to access shelter elsewhere.	Complete (Q4 2025)	PorchLight also offers transportation (bus ticket or drop-off) to another shelter location to anyone who is not able to get a bed for the night.
PorchLight	Allowing men using the day center space to rest on a mat or cot during the day, which is intended to reduce the number of men who might otherwise leave the site to rest elsewhere nearby.	Ongoing	PorchLight has observed no visible uptick in men hanging out in the vicinity of the shelter, even with warmer weather.
PorchLight	Seeking private grant funding for an additional outreach staff position.	Complete (Q1 2026)	PorchLight secured private grant funding for an additional outreach staff position for two years and hired a second outreach staff member in early 2026. PorchLight is now able to provide outreach services seven days per week and for extended hours each day.

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PorchLight	Establish an ad-hoc action-focused subcommittee of the Community Advisory Group to prioritize and implement additional actions to support safety and comfort for clients, residents, and area businesses. This group includes City of Bellevue and Plymouth staff as well.	Complete (Q3 2025)/ Ongoing	Outcomes include creation of an email list-serve for subcommittee members to share information quickly, and PorchLight has developed a database to track the location of potential encampments, loitering, or other nuisance behaviors to facilitate follow up. In recent meetings, participants have reported no increases in littering or other nuisances, even as weather has improved.
Plymouth Crossing	Providing enhanced health services on-site, with funding from the City's Housing Stability Program. In addition to its primary function in addressing health needs of Plymouth's residents, this enhanced service may also result in fewer calls to first responders for medical services.	Ongoing	Plymouth partners with several organizations to provide health services to residents: • Dedicated space and computers for residents to access telemedicine appointments and transportation assistance for off-site medical appointments. • Monthly University of Washington health clinics. • Contingency management program (substance use disorder behavioral therapy), behavioral health case management, and peer support programming. • Planned resident health needs assessment survey (funded through recently awarded private grant), anticipated to complete by Q4 2026. • Working with Bellevue College's Nursing program to assist with resident health survey and provide additional health services. • Working with local organizations to establish regular nursing services on site.

Agency	Action	Status	Notes
City and Plymouth Crossing	Document shared expectations for Police interactions, so that Police officers and Plymouth Crossing staff have consistent information about access and operations.	Complete (Q4 2025)	Shared expectations memo was completed in late October 2025 and has been provided to Plymouth Crossing staff and BPD officers. Monthly check-ins between BPD reps and Plymouth staff support ongoing collaboration.
City (BPD), PorchLight, Plymouth Crossing	NEW: Post signage on site regarding code of conduct	Complete (Q2 2026)/ Ongoing	PorchLight and BPD worked together to post signage regarding the code of conduct on PorchLight's property to clarify expectations and aid in enforcement. Plymouth Crossing also plans to install additional signage on site.
City (BPD)	Bellevue Police completed a Crime Prevention through Environmental Design (CPTED) analysis for the King County Metro Eastgate Park and Ride facility in 2025 and is available to coordinate with them to implement the recommendations.	Ongoing	Security cameras at the Eastgate Park and Ride are monitored by Metro security 24/7. The Metro behavioral health team is in regular contact with city staff and PorchLight's outreach workers for coordination purposes.
City (BPD)	BPD will take steps to assign an officer to the previously vacant Eastgate/Factoria Substation position to provide an additional level of staffing and direct point of contact for the area.	Complete (Q1 2026)	This position was filled as of January 2026. Both the Substation officer and South Sector Captain participate in Advisory Group and coordination meetings with Eastgate campus operators.
City (BPD)	BPD increasing presence in the Eastgate area	Ongoing	BPD has increased their ongoing presence in the area, including: • Assigning an officer to regularly check on the Eastgate campus • Squads holding daily briefings in and around Eastgate • Daily directed patrols in the Eastgate area
City (CMO)	Increasing Homelessness Outreach staff visits to the Eastgate area	Ongoing	Outreach staff conducts area checks a minimum of twice weekly.

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City (CMO)	Add a Frequently Asked Questions page to the city website to provide public education about permanent supportive housing as well as shelters and services that help unhoused community members move towards stability.	Complete (Q4 2026)	FAQ is posted on the city website: www.bellevuewa.org/homelessness This page includes designated points of contact for both Plymouth and PorchLight.
City (CMO)	Evaluating mechanisms to proactively establish safety plans and codes of conduct or other appropriate approaches for future permanent supportive housing.	Ongoing	Information provided to the Council in the January 6, 2026 study session Agenda Memo. Requirements for a Safety and Security Plan and Communication/Community Relations Plan will be included as a condition of future city funding for permanent supportive housing.
City (CMO, BPD, FD), PorchLight, and Plymouth	Monitoring metrics regarding program outcomes, first responder calls, and area crime statistics.	Ongoing	All parties review data trends at least quarterly, and semi-annual updates will be posted on the city's website.