



DATE: September 16, 2025

TO: Mayor Robinson and City Councilmembers

FROM: Bianca Siegl, Director, Office of Housing, 452-4382
City Manager's Office

SUBJECT: Eastgate Campus Update: PorchLight and Plymouth Crossing

This report presents a summary of (1) the work of PorchLight men's shelter and Plymouth Crossing permanent supportive housing in helping community members experiencing and moving out of homelessness into permanent housing and (2) the ongoing collaboration between these two agencies and the City to address community concerns and support a safe and welcoming community for all in Eastgate.

Bellevue is committed to supporting housing and shelter for vulnerable community members. Beyond funding, we actively engage with service providers, residents, and businesses to support the success of these critical services within the community. The Eastgate Housing Campus represents a significant milestone in this ongoing effort. In 2023, after years of planning and construction, and with significant City and partner agency investment, three individual projects that comprise the Eastgate Campus opened their doors. Altogether, they provide shelter, housing, and services for more than 1,500 community members of varied incomes. The Campus is home to: Polaris at Eastgate with 360 affordable workforce apartments (affordable to households earning 80% AMI), Plymouth Crossing with 92 apartments providing permanent supportive housing, and the 100-bed PorchLight men's shelter (serving over 800 people a year).

The City's objective is to reduce homelessness by supporting the work of shelters, affordable housing, and service providers across the community in meeting essential needs and operating as good neighbors, including PorchLight and Plymouth Crossing. At the same time, actions of unsheltered individuals in the neighborhood surrounding the Eastgate Campus have real impacts on quality of life. Both the City and Eastgate operators are aware of ongoing concerns and are taking additional steps to mitigate these impacts.

Safety

From the earliest project planning, the safety and comfort of clients and residents at the Eastgate Campus as well as businesses and other residents in the surrounding

community has been of primary importance. PorchLight men's shelter developed a Good Neighbor Agreement, safety plan, and code of conduct as part of the building's permitting process. This included extensive collaboration with Bellevue staff, including Police, and area community members.

The City's Homelessness Outreach Team works with unsheltered individuals and responds to encampments across the city, including the Eastgate area. Outreach staff also actively coordinate with PorchLight's own outreach worker regarding clients and other unhoused individuals in the Eastgate and Factoria areas. Coordination with Bellevue Fire and Police Departments is ongoing, and the City's CCAT and Fire CARES teams are regularly on site to support residents and continue to build collaborative relationships.

First Responder Calls

Bellevue's Police and Fire departments track calls for service in neighborhoods across the city. Calls for service in and around the Eastgate Campus have increased since shelter and two residential buildings opened there in 2023. People who have experienced homelessness have a higher incidence of disability, behavioral health challenges, and physical ailments than the population at large, and the volume of first responder calls to PorchLight (serving homeless men) and Plymouth Housing (apartments for previously homeless adults) reflects the needs of this high-acuity population. Calls for service to campus buildings may originate from program staff or from residents directly.

The level of Police calls to PorchLight in the two years since the Eastgate facility opened have remained relatively steady with just over 300 calls per year. Call data for Plymouth Crossing indicates an increase over this same time period, with 259 calls between June 2024 – May 2025. The 12 months prior resulted in only 134 calls to Plymouth, however, the building was not fully occupied until the end of 2023. The primary call type to buildings at the Eastgate Campus is for an assist on non-life-threatening emergencies. There has also been some necessary police activity at Plymouth Crossing addressing crimes committed by or warrants for a small number of Plymouth residents in the past year.

The vast majority of Fire Department calls to the Eastgate campus are for emergency medical services (EMS). Fire Department calls to PorchLight averaged approximately 27 per month in 2024 and were slightly increased in the first five months of 2025, with an average of 30 calls per month. Calls to Plymouth Crossing have averaged approximately 18 per month since the building was fully leased.

In the half-mile radius around Plymouth and Porchlight, excluding these two buildings, Police call volume increased 23% (431 calls for service) when comparing June 2023 – May 2024 to the same period in 2024 – 2025. The population in the area has also increased – in the Polaris affordable apartments there are approximately 1,000 new residents in the Eastgate area. The increase in Police calls for service does not coincide

with an increase in crime in the surrounding neighborhood. For example, theft has decreased in the .5 mile radius of the Eastgate campus since 2022 (pre-opening), in line with the citywide decrease in theft and other property crime.

Community Impacts

Staff hear a range of feedback from Eastgate and Factoria community members regarding their neighbors on the Eastgate Campus and impacts in the surrounding neighborhood. In addition, PorchLight hosts a monthly Community Advisory Group made up of approximately 15 area residents and business representatives. Participants are complimentary of both PorchLight and Plymouth Crossing for the work they do and their community engagement – notably, participants express a high level of trust in both agencies. Feedback has centered on unhoused community members in the area and the actions of some individuals. Specific impacts include parking on SE 32nd Street (overflow from Polaris Apartments), instances of loitering or camping on adjacent properties and in nearby greenbelt areas, visible drug use, trash, individuals sleeping at the King County Metro Eastgate Park and Ride property, and nuisance crimes such as theft from hospitality businesses. The office property immediately east of the Campus has hired a security guard in response. There is a desire for greater visible presence from police and city outreach staff in the area.

On July 31, a homicide incident occurred on a property near the Eastgate Campus. Upon investigation, Police confirmed that the victim and suspect knew each other. There is no ongoing threat to the local community. However, this incident has raised additional concern from area community members, as well as further highlighting the risks faced by unhoused individuals.

PorchLight

PorchLight is currently the only emergency shelter for men on the Eastside. The Eastgate shelter is an enhanced shelter, offering 100 beds along with a day center, laundry, three meals each day, and access to case management, employment and housing navigation, and behavioral health services, including support for mental health and substance use disorder. During periods of severe weather, PorchLight provides additional services with the goal that no man in need has to sleep outside in Bellevue.

The shelter is full nearly every night of the year. In 2024, PorchLight served 845 unique clients. Last year they supported 113 men in accessing permanent housing, and 102 in obtaining employment.

PorchLight has a Good Neighbor Agreement, per the city's requirements for homelessness services uses. Since opening, they have continued to convene a Community Advisory Board made up of area residents and business representatives. This group meets monthly to discuss community impacts, provide input on implementation of the Good Neighbor Agreement, and receive updates about shelter operations. Per the Good Neighbor Agreement, PorchLight reports [data](#) annually to the community.

PorchLight's operations are intended to support a healthy and safe community in Eastgate, including:

- Program staff includes an outreach specialist, two social workers, an addictions counselor, and a nurse on site.
- Shelter outreach staff monitors “magnet areas” nearby where clients or other unhoused individuals may gather or camp and works with unhoused men in the area even if they are not PorchLight clients.
- Offers free transportation to other shelters for individuals who are unable to stay at PorchLight.
- Holds monthly Community Advisory Group meetings.
- Maintains a no-weapons policy, including in cars.
- Staff and clients walk the site and surrounding areas daily to pick up trash.
- Established a Green Team of staff and volunteers who collect trash in the neighborhood at least twice monthly.
- Adopted Eastgate Way through the City's Adopt-A-Street clean-up program.
- Works with City Homelessness Outreach staff to find shelter placement when a man located in the City of Bellevue is the subject of enforcement of the City's ordinance prohibiting camping on public property.
- Enforces a Code of Conduct and holds daily community meetings for clients to review rules. Recently increased the consequences for clients who are caught trespassing or sleeping on adjacent properties to ban them from shelter services for 30 days.

Plymouth Crossing

Plymouth Crossing provides 92 studio apartments for single adults who were previously experiencing chronic homelessness. This is a residential building offering permanent supportive housing, an effective and proven model that pairs apartments with services designed to support people living with complex and disabling health conditions.

While supportive housing buildings typically offer connections to health services, Plymouth Crossing offers a behavioral health clinic and nursing services on-site, supported by funding from Bellevue's Housing Stability Program. The building is staffed 24 hours a day and includes three units for live-in staff. Plymouth Crossing also provides case management services for residents. Plymouth Crossing is committed to leasing its units with at least 35% of residents coming from local referral partner agencies, including the Cities of Bellevue, Redmond, and Issaquah, as well as several local service providers; the actual number of residents with local connections is much higher. During the initial lease-up, 49 of the units (53%) were filled through local referrals. Beyond the initial lease-up of the property in 2023, Bellevue Outreach staff have been able to house seven more individuals who were previously experiencing homelessness in Bellevue at Plymouth Crossing.

The residents of Plymouth Crossing, much like all of Plymouth's buildings in the region, have a 95% retention rate. Nearly all have at least one disability and approximately 40% are people of color; regionally, individuals with disabilities and people of color have experienced homelessness at a disproportionately high rate. Over the past year, 98% of Plymouth Crossing residents utilized available support services.

Plymouth Crossing's operations and practices are intended to support a healthy and safe community for their 92 residents as well as in the surrounding neighborhood.

Ongoing actions include:

- 24/7 staffing on site, including staffed front desk which is responsible for controlled building access, checking in guests, monitoring interior and exterior areas via live security footage.
- Staff includes three dedicated peer specialists, site director, lead behavioral health counselor, case managers, tenant support aides, and safety ambassadors.
- All site staff are trained in "right response" de-escalation, CPR, first aid, and overdose response.
- Holds regular community office hours for neighboring businesses and residents.
- Staff participates in PorchLight's Community Advisory Group meetings.
- Provides training in life skills for residents as well as access to health services, and counseling.
- Maintains a no-weapons policy, including in cars.
- Quiet hours, respect for property, and other resident requirements are part of each resident's lease agreement.

City Response to Date

City staff across multiple departments are engaged in ongoing work with operators at the Eastgate campus and address quality of life across the Eastgate and Factoria neighborhoods. Employing best practices and working within resource constraints, this includes:

- Office of Housing staff and the Police Department's South Sector Captain attend PorchLight's monthly Community Advisory Group meetings, sharing city information and responding to community feedback.
- Established a monthly staff coordination meeting with Office of Housing, Fire, Police, CCAT, and Plymouth Crossing to identify and address concerns in a timely manner and continue to strengthen ongoing collaboration across agencies.
- CCAT teams and City Homelessness Outreach regularly visit Eastgate Campus to work with clients and connect with staff.
- City Outreach and PorchLight outreach staff maintain a schedule to jointly monitor hard-to-reach nearby greenbelt areas.
- Human Services staff monitor funding contracts to ensure appropriate services are provided and regularly assess community needs.

- In response to community feedback shared at PorchLight's Community Advisory Group, the Transportation Department re-stripped the roadway and worked with Puget Sound Energy to upgrade street lighting along SE 32nd Street. This helps to address parking and safety concerns resulting from parking overflow at Polaris apartments.

Action Plan

PorchLight, Plymouth and the City have collectively identified action items to further strengthen and improve operations within Eastgate. In order to improve health and safety for all in the Eastgate area, as well as in direct response to community feedback, all three agencies are planning the following additional steps:

PorchLight

- Implementing a system that allows 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.
- 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.
- Seeking private grant funding for an additional outreach staff position.
- Establishing 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.

Plymouth Crossing

- Establishing a new contract to provide enhanced health services on-site, with funding from the City's Housing Stability Program. The initial on-site nurse program could not maintain adequate staffing. Anticipated for launch in Q4, the new program will provide on-site medical care in an integrated health partnership that also provides coordinated clinical care for both behavioral and physical health needs. 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.

City of Bellevue

- Working with Plymouth Crossing to document shared expectations for Police interactions, so that Police officers and Plymouth Crossing staff have consistent information about access and operations.
- Bellevue Police completed a Crime Prevention through Environmental Design (CPTED) analysis for the King County Metro Eastgate Park and Ride facility earlier this year and plans to work with Metro to prioritize and coordinate with them to implement the recommendations.

- 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.
- Increasing Homelessness Outreach staff visits to the Eastgate area.
- Adding a Frequently Asked Questions page to the City website (www.bellevuewa.gov/homelessness) to provide public education about services, shelters, and permanent supportive housing that help unhoused community members move towards stability. This page includes designated points of contact for both Plymouth and PorchLight.
- Evaluating mechanisms to proactively establish safety plans and codes of conduct or other appropriate approaches for future permanent supportive housing.
- Monitoring metrics regarding program outcomes, first responder calls, and area crime statistics.

Staff will continue to engage with Eastgate residents and businesses to solicit feedback and work with service providers to monitor the impact of the above actions in supporting successful operations within the community.