

Eastgate Housing Campus Data Report

July 2026

Introduction

This report tracks trends related to the Eastgate Housing Campus, composed of the shelter for men experiencing homelessness Porchlight, the permanent supportive housing program Plymouth Crossing, and workforce housing apartment complex Polaris at Eastgate. Reports with updated data will be published twice yearly. City of Bellevue staff review the data in this report to evaluate the efficacy of joint efforts by City staff and program providers to integrate the programs on the housing campus to the surrounding community and account for the overall sense of safety in the community, which includes the implementation of a shared action plan. Trends from this report will help staff to determine what, if any, adjustments or additions to those efforts are warranted.

Plymouth Crossing and Porchlight both opened at the Eastgate Campus midway through 2023. Porchlight's residents transitioned from their previous location at the City-owned Lincoln Center to the Eastgate campus over the course of several weeks, and Plymouth Crossing, which is composed of leased apartments, completed the "lease up" process over the course of several months. This mid-year move-in process can help to account for variable data over the course of 2023 and early 2024.

City staff across multiple departments are engaged in ongoing work with operators at the Eastgate campus and to address quality of life across the Eastgate and Factoria neighborhoods. The data in this report is collected, monitored, and evaluated by a cross-departmental and inter-agency team including:

- City Manager's Office/Office of Housing
- Bellevue Fire Department
- Bellevue Police Department
- Parks and Community Services Department
- Finance and Asset Management Department
- Plymouth Housing
- PorchLight

The data in this report is organized into four sections:

1. **City Response Data.** Fire and Police call volume and homelessness outreach requests.
2. **Proactive Engagement.** Proactive Police activity, Fire CARES, and encampment monitoring.

3. **Resident/Client Services and Outcomes.** Program effectiveness, service level, and housing outcomes.
4. **Sense of Safety.** Citywide community survey neighborhood safety feedback and anecdotal input.

For ease of reference, each primary data point includes a summary table noting whether the data trends are on track with city and community goals. Each section also includes comments explaining findings from the current data and what to watch for in the future.

Key Themes

Over the past 9 months, the following data trends have emerged at and around the Eastgate Housing Campus, indicating positive results in each key issue area:

- 911 calls and My Bellevue requests for assistance are down, consistent with citywide trends.
- BPD Officer-initiated calls, and Homelessness Outreach Team visits have increased.
- Porchlight men's shelter has expanded the number of individuals served by its programs and increased the rate of individuals housed.
- Tenants at Plymouth Crossing permanent supportive housing have stable tenure and continue to receive supportive services onsite and in the community.
- Based on available data, perceptions of safety in Eastgate appear to follow those of the city as a whole.

City Response Data

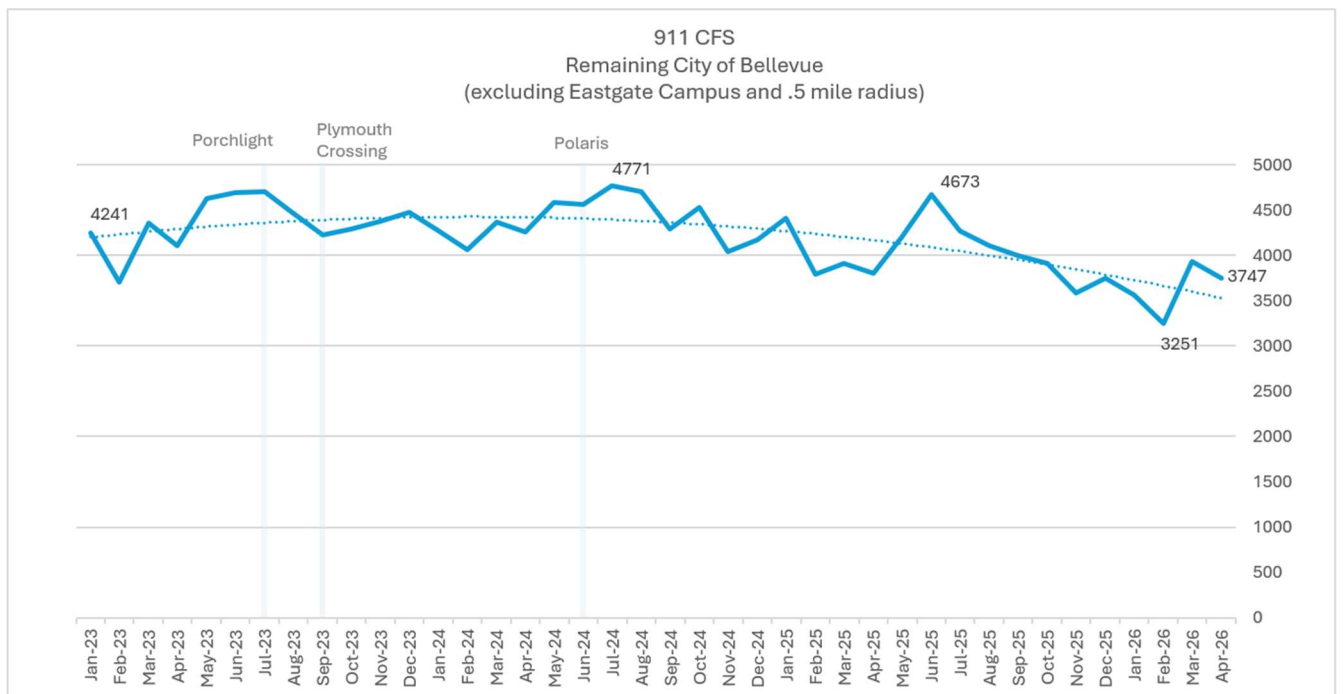
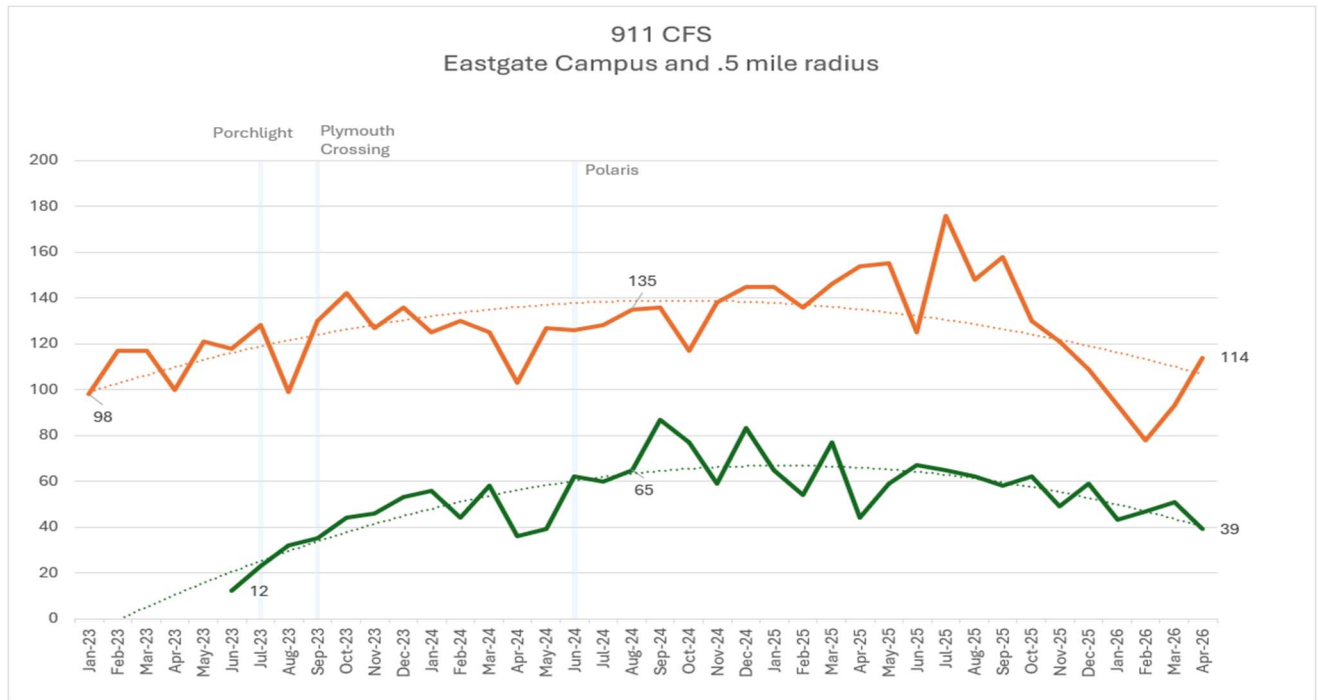
Bellevue Police Department and Bellevue Fire Department calls for service figures are the most direct reflection of potential emergency concerns in an area. The figures in this report represent the raw number of calls for both departments. A call for service is generated when an individual requires assistance from emergency services for one or more of the following reasons: to report what is believed to be a crime in progress, a past criminal event, to advise of a situation that may need attention, or to provide information on a previously reported incident, amongst other potential causes for a call; it is a common misconception that a 911 CFS is only used to report a "crime in progress." Each time someone calls 911, it contributes to the figure in this report.

Police Calls for Service



Status: 911 call volume decreasing; consistent with citywide trends
Indication: On track.

The first table below shows all calls for service directly to the Eastgate campus and all calls within a .5 mile radius, and the second table shows the volume of all other calls within the City.



Findings: The rising and falling call volumes over time largely mirror citywide trends. 911 call volumes around the Eastgate Campus have been falling since the implementation of

the action plan established by City staff and program operators in Q3 of 2025, likely indicating positive outcomes from the current action plan.

What to watch for: A decrease or maintenance of the call volume likely indicates that current programs and safety approaches are effective. A sustained increase in calls could be indicative of a need to further support safety in the surrounding community. A significant deviation in the trends between citywide call volume and calls in/around the Eastgate campus could indicate whether the Eastgate Campus is experiencing exceptional circumstances and prompt further efforts by the city and Eastgate operators to address any concerns.

Fire Calls for Service

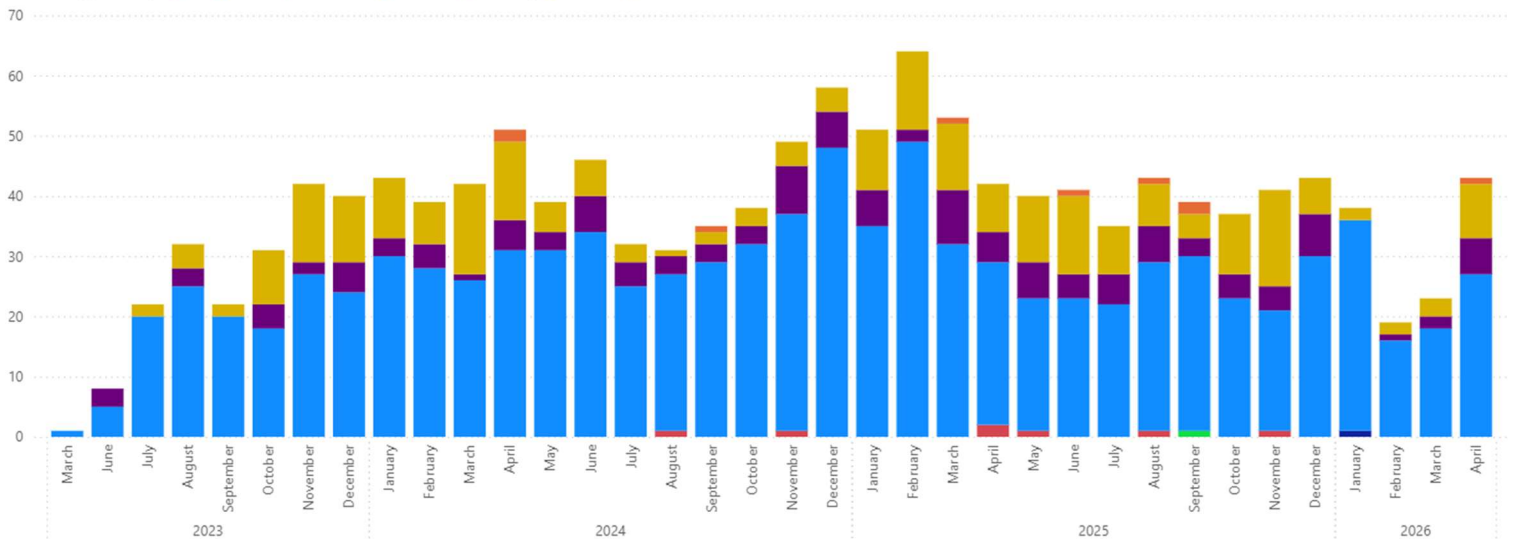


Status: EMS call volume decreasing
Indication: On track. Services are effective; health needs of Plymouth Crossing residents are stabilizing

The below figure shows Fire calls for service directly to the Eastgate campus, including Plymouth Crossing, Porchlight and Polaris at Eastgate, broken down by type of call.

FD Responses by Incident Group

Incident Type Group ● Fire ● HazSit ● Lawenforce ● Medical ● Noemerg ● Pubserv ● Rescue



Findings: Fire calls for response have trended downward since a peak in February 2025, declining 64.06% in that time. Most months, the majority of Fire calls go to the men’s shelter, which is expected and consistent with the high-acuity needs of clients at this location. EMS calls to Plymouth Crossing have gone down since the building first opened; this is an indication that as residents are living indoors with access to health services and support for chronic conditions, there is less demand for emergency medical support. Staff

note an uptick in April after significantly lower call volumes in February and March that justifies continued monitoring of this data point.

What to watch for: Like Police calls for service, decrease or maintenance of call likely indicates that current programs and safety approaches are effective. Medical calls consistently represent the majority of calls for service; if other call types begin to increase in frequency, this could be indicative of changing patterns that warrant additional attention.

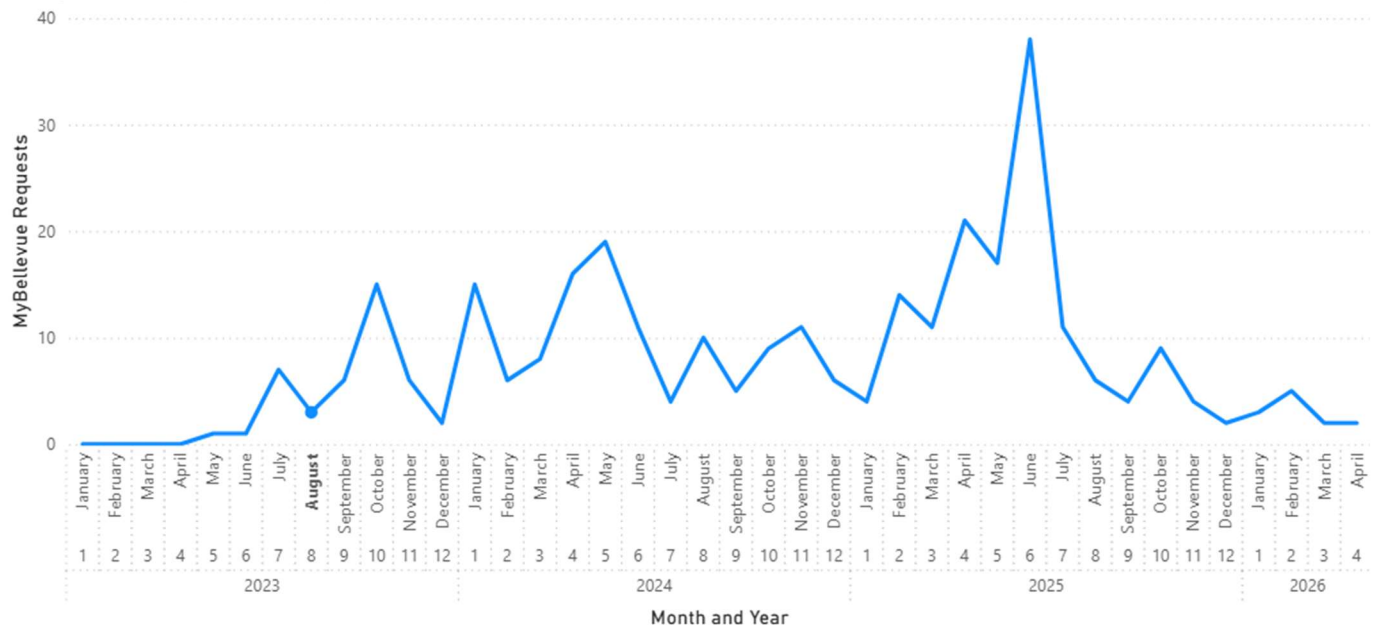
Homelessness Outreach Requests



Status: Request volume decreasing
Indication: On track.

The My Bellevue app is a customer assistance tool residents and others in Bellevue can use to request services, such as fixing a traffic light outage or addressing a code violation. The Homelessness Outreach and Assistance category is used to report encampments and non-emergency circumstances related to homelessness across the city. City Homelessness Outreach staff regularly monitor the number and location of requests to help determine what type of needs may be most prevalent, and where. Homelessness Outreach staff respond to requests in the My Bellevue app within one business day, and visit the site of My Bellevue requests within two business days.

Eastgate Area MyBellevue Requests



Findings: Recent data shows a decrease in My Bellevue requests since implementation of the Action Plan, suggesting that continued adherence to the current Action Plan would be justified. The most significant spike in calls (in July of 2025) was largely driven by a high level of reports related to panhandling in the area, which City and program staff worked to address, demonstrating the potential value of the shared action plan.

What to watch for: An increasing request volume would represent an increase in the number of observable or reported incidents in the area, suggesting that further intervention may be warranted. When requests are decreasing, it signals that the City has been effective in addressing the prevalence of such issues.

Proactive Engagement

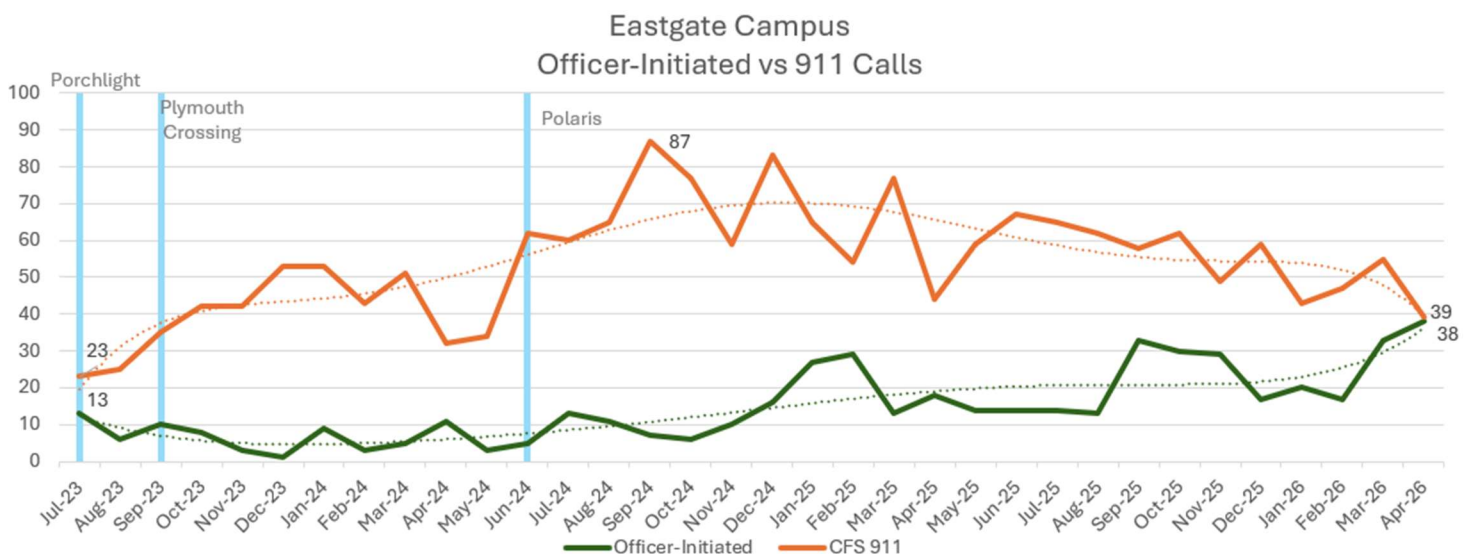
This section focuses on the number of Bellevue Police Department officer-initiated calls, case management hours provided by CARES staff, and Homelessness Outreach visits to public park and green space areas in the immediate vicinity of the Eastgate campus. These proactive city services address community needs and seek to resolve issues early.

Bellevue Police Department Officer-Initiated Calls



Status: Proactive engagement increasing; emergency responses decreasing
Indication: On track.

Officer-initiated calls take place when an officer initiates a proactive patrol or engages in impromptu contact with a community member that is not the result of a 911 call. The number of officer-initiated calls can be indicative of how much proactive policing is taking place in the area. For reference, the table below also includes the number of calls for service (emergency calls) to the Eastgate campus.



Findings: The above chart displays the correlation between 911 calls originating from the Eastgate campus and officer-initiated calls. Monthly proactive officer patrols on campus have steadily increased, growing from 5 in June 2024 to 38 by April 2026, in alignment with the Eastgate Action Plan. At the same time, 911 calls have trended downward from a peak in September 2025 of 87 to 39 in April 2026 (55% decrease).

What to watch for: As officer-initiated calls have gone up, 911 calls have gone down, suggesting that this and other proactive measures may be having the desired effect in the area.

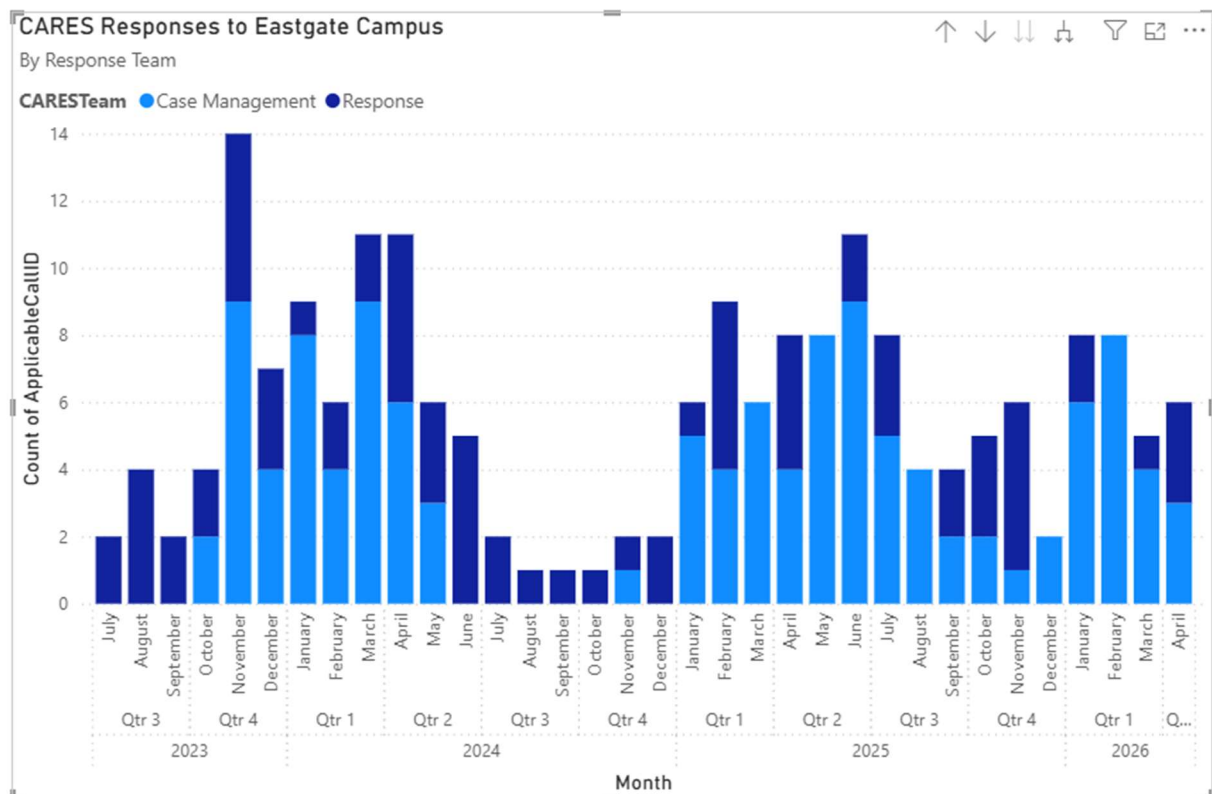
Fire CARES Case Management



Status: CARES staff provide consistent case management support to residents in the area

Indication: Ongoing

The chart below shows case management by CARES staff, the embedded social work team within the City. Case management consists of social worker visits to individuals to provide ongoing support and resources to people in the city. The “Response” category in the chart below indicates when CARES staff were dispatched in relation to a 911 call for reference, which can take place when a 911 call leads to an identified need by first responders for social work assistance. Periodic lulls during summer months are expected as CARES utilizes social work students for case management services.



Findings: Figures show periodic highs and lows in the case management provided and CARES responses, with no clear upward or downward trend over time. City staff will continue to track CARES services on the campus to assess any correlation between CARES services provided and other data staff are tracking.

What to watch for: Over time, staff will continue to look for a correlation between case management and calls for service.

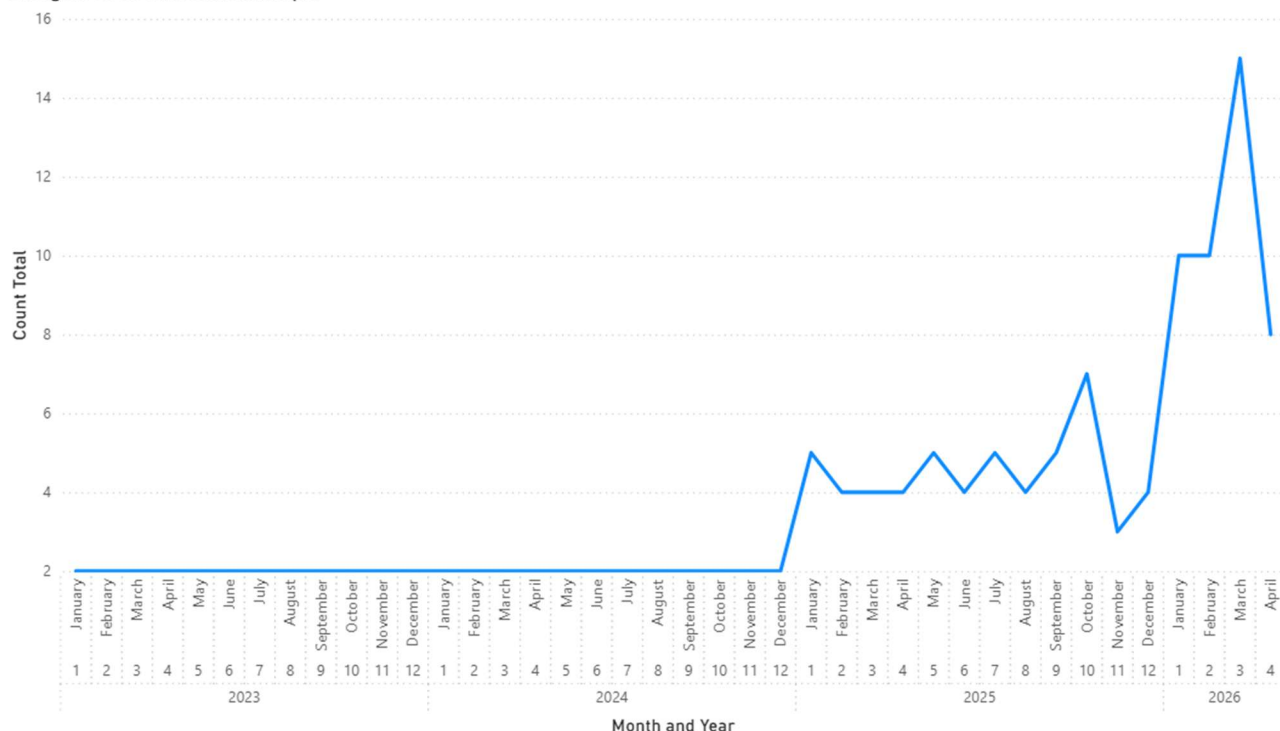
Homelessness Outreach Team Proactive Encampment Monitoring



Status: Proactive site visits increased
Indication: On track.

Homelessness Outreach staff proactively visit open spaces in Eastgate to monitor for potential encampments. The figure below shows the number of proactive visits City staff have completed over time, which increased from an estimated and untracked two visits for month to a consistently-tracked, two visit per week minimum in alignment with the joint action plan.

Eastgate Area Outreach Attempts



Findings: Proactive visits by City staff increased to at least two per week, in alignment with the joint Action Plan. Currently, increased outreach visits continue to correlate with a downturn of My Bellevue requests and 911 calls.

What to watch for: Staff track the relationship between proactive encampment visits and My Bellevue reports. If My Bellevue requests and indicators begin to climb, staff can contemplate changing locations where they visit or other strategic adjustments.

Resident/Client Services and Outcomes

The operators at the Eastgate Housing Campus provide temporary shelter and stable housing for community members in need. The charts below document the essential community services provided by Porchlight and Plymouth and illustrate both programs' ongoing effectiveness in serving clients and providing access to stable housing.

Porchlight Men's Shelter

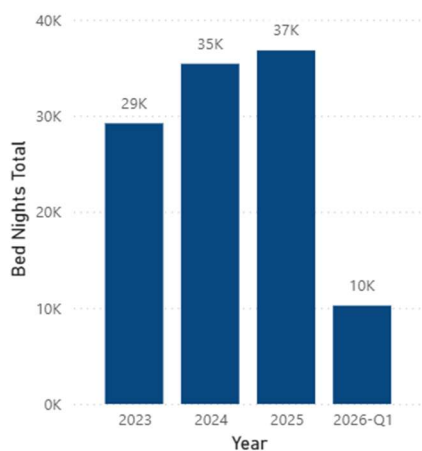


Status: Service levels are increasing year-over year
Indication: On track.

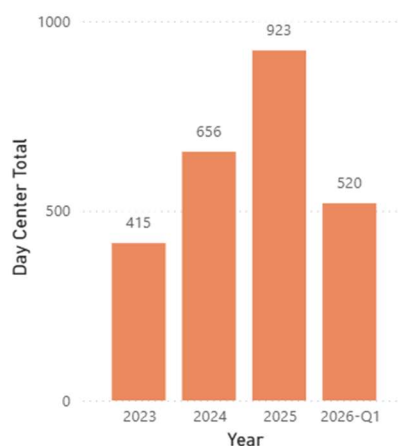
Porchlight's men's shelter offers 100 beds each night and expands to an additional 25 beds during winter severe weather. These beds are consistently full and have a waitlist. The day center offers space for men to visit during the day, get a meal, wash clothes, and access services. The charts below illustrate the level of services provided at the men's shelter, including:

- The number of bed nights provided per year (the raw count of the number of nights of shelter provided; a "bed night" is one night spent by one person in a bed),
- Number of different people who have visited the day center,
- Total number of drop-in visits to the men's shelter (a count of each time someone walked through the doors to access services on site), and
- An additional figure shows the number of clients in Porchlight's programs that Porchlight helped to obtain housing (including from the 100-bed men's shelter in Eastgate and the small rotating shelter that local churches host for a month at a time).

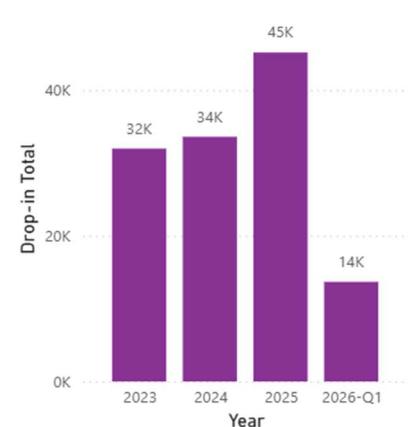
Bed Nights Total by Year



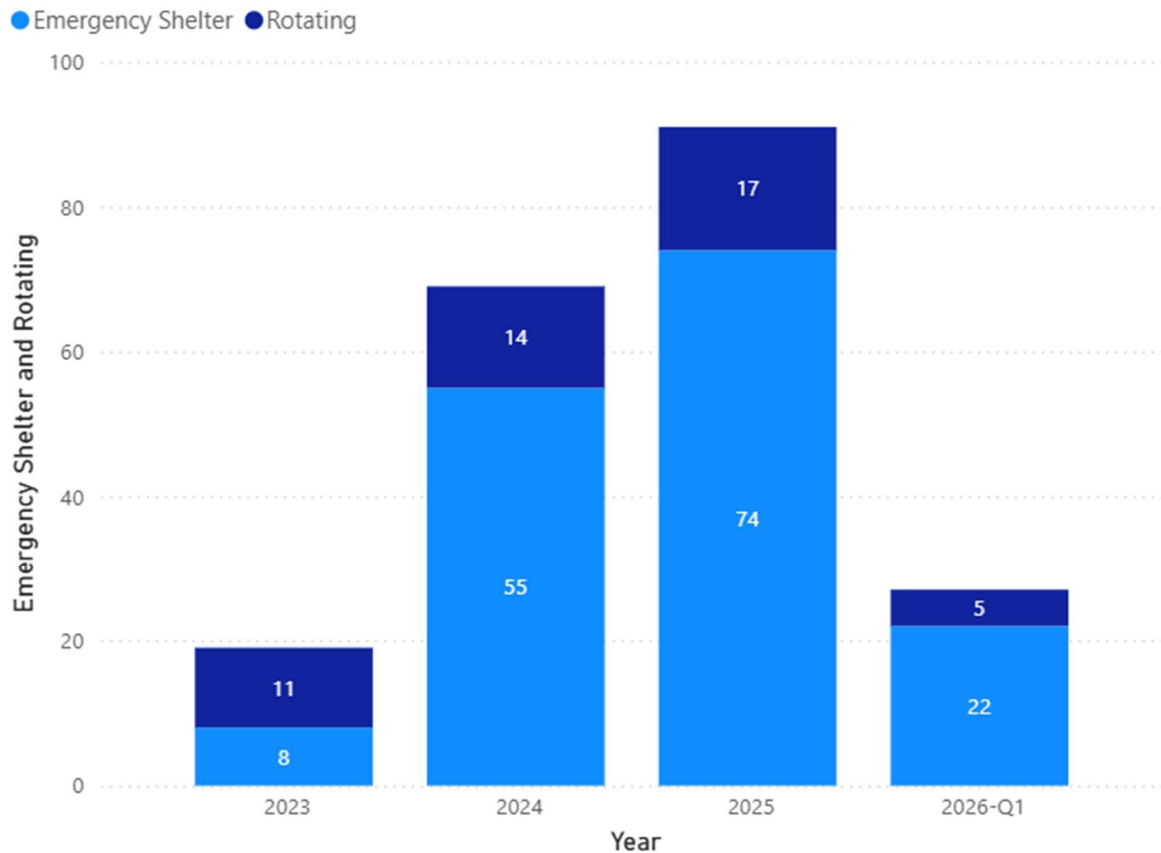
Day Center Total by Year



Drop-in Total by Year



Housing Obtained through Shelter Services



Findings: This data shows that as of the latest report, Porchlight has consistently broadened the impact of their services, serving and housing more people each year. Notably, the total number of individuals accessing day center services and total number of day center visits is continuing to grow, reflecting a growing need for services for men experiencing homelessness. Porchlight has consistently housed more program participants from year-to-year, even as the housing landscape grows increasingly difficult to navigate.

What to watch for: Consistent service provision numbers by Porchlight ensure that the campus is meeting its original intent of providing much-needed services to individuals experiencing homelessness.

Plymouth Crossing Permanent Supportive Housing

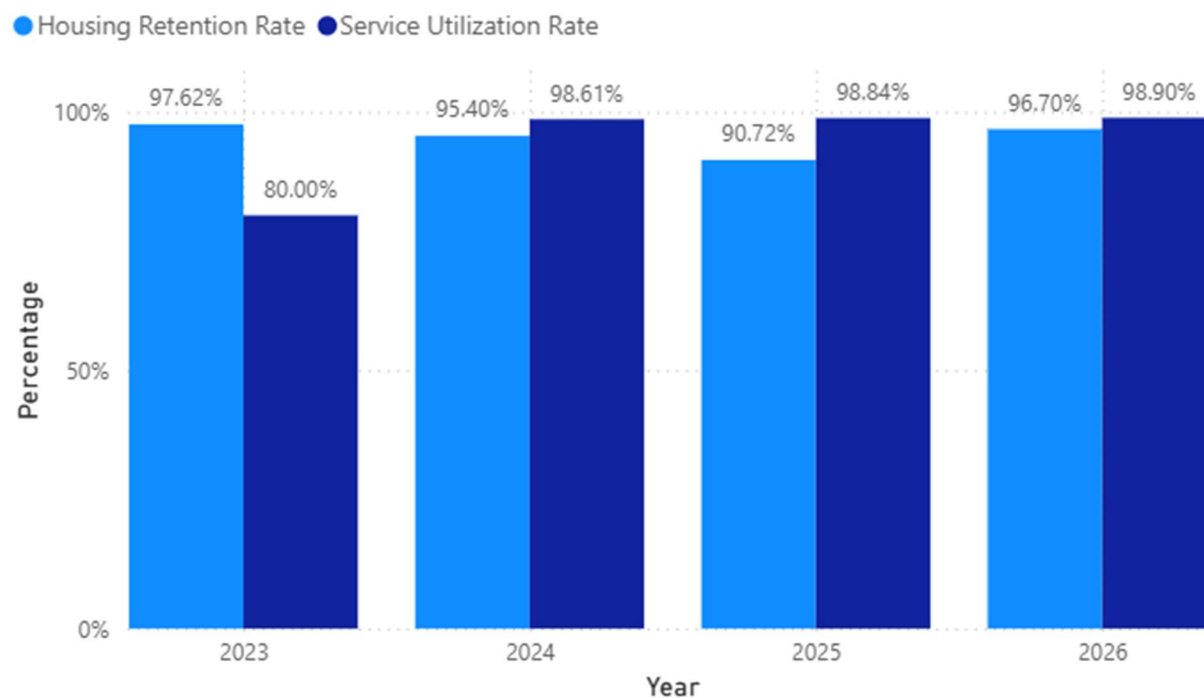


Status: Resident retention rates and service participation rates are consistently high.

Indication: On track.

Data provided by Plymouth includes Plymouth Crossing’s retention rate (the number of people housed at Plymouth Crossing who continue to reside in the building from one year to the next), and service utilization rates (the number of people living on site who opt into services). High retention and service utilization rates reflect a population receiving the adequate level of support to attain stability.

Housing Retention Rate and Service Utilization Rate by Year



Findings: Plymouth Crossing residents have consistently remained housed in their apartments, and have engaged in services that can help them to attain stability.

What to watch for: As with Porchlight data, this data helps to ensure that the Eastgate Housing Campus is fulfilling its original intent, in this case by providing consistent and stable housing with accessible resources to individuals who formerly were experiencing homelessness. Staff will also track whether ongoing stability on the property and continued provision of stabilizing services on site correlates with an ongoing decrease of emergency calls to the area.

Sense of Safety

Citywide Community Survey



Status: High safety sentiment citywide
 Indication: On track.

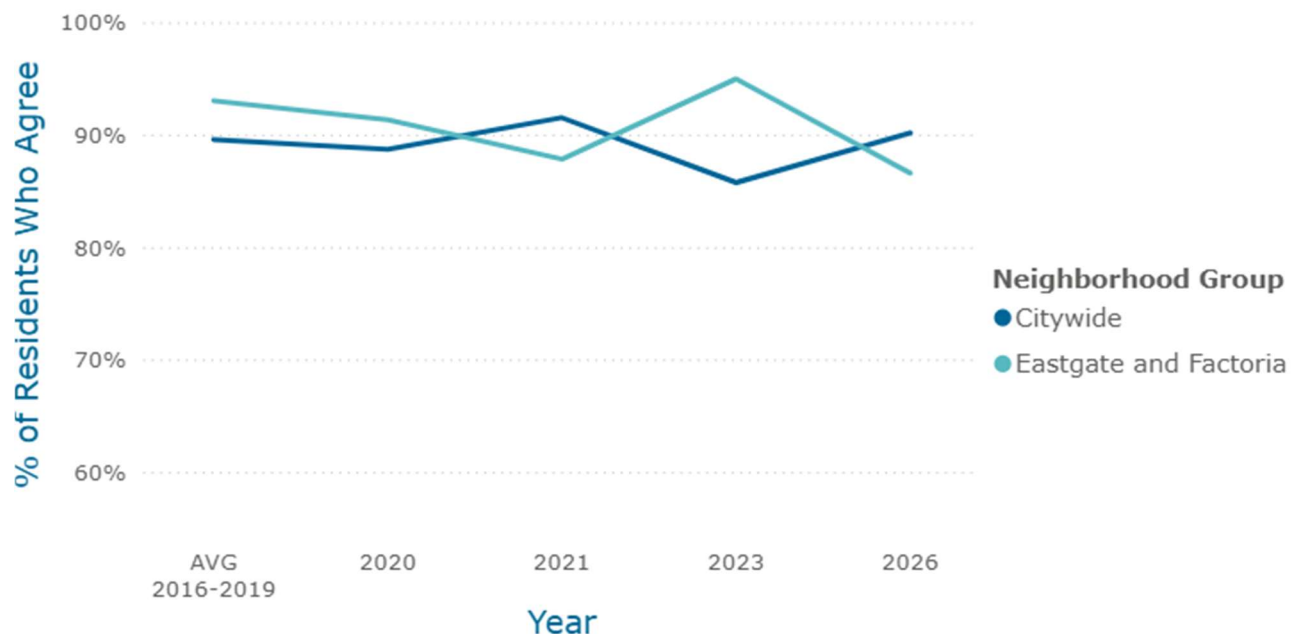
Data below reflects the latest responses by residents to a community survey that takes place once a year. 48 people in the Eastgate and Factoria area replied to the latest survey, a number not large enough to be statistically valid. With that important caveat, the information is provided below for reference, as it indicates perceptions of safety of a small subset of neighborhood residents.

The Community survey asks residents to state whether or not they agree with the following statements:

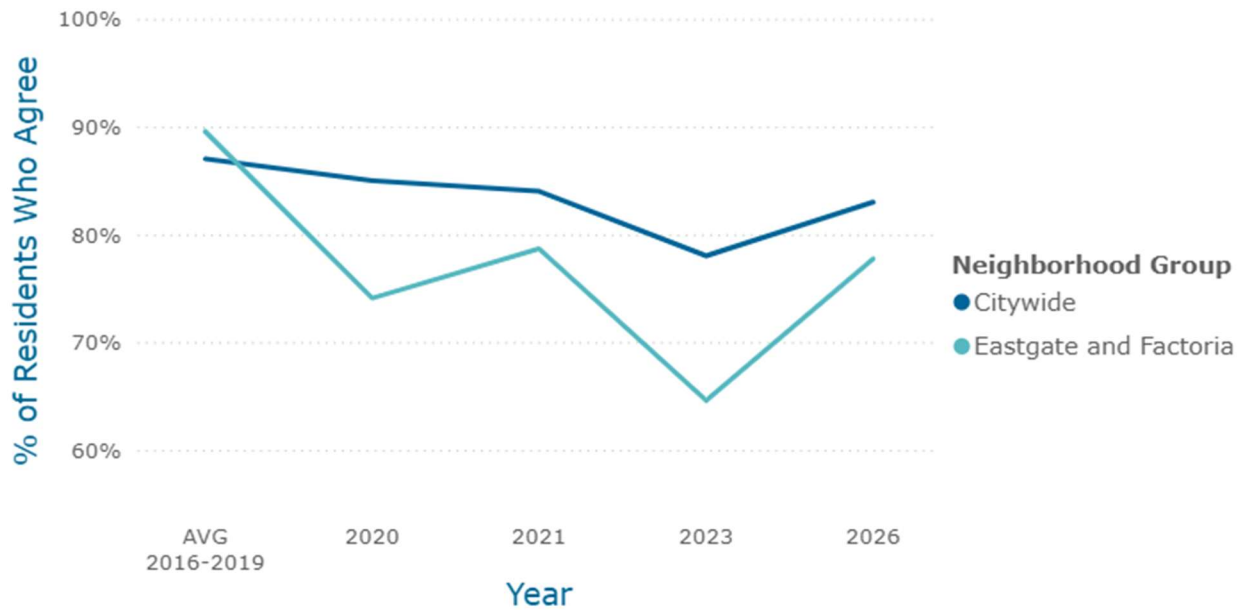
- Bellevue's Neighborhoods are Safe
- My Neighborhood is Safe at Night
- My Neighborhood is Safe During the Day

The figures below show the total average responses of people who agreed with the three above statements.

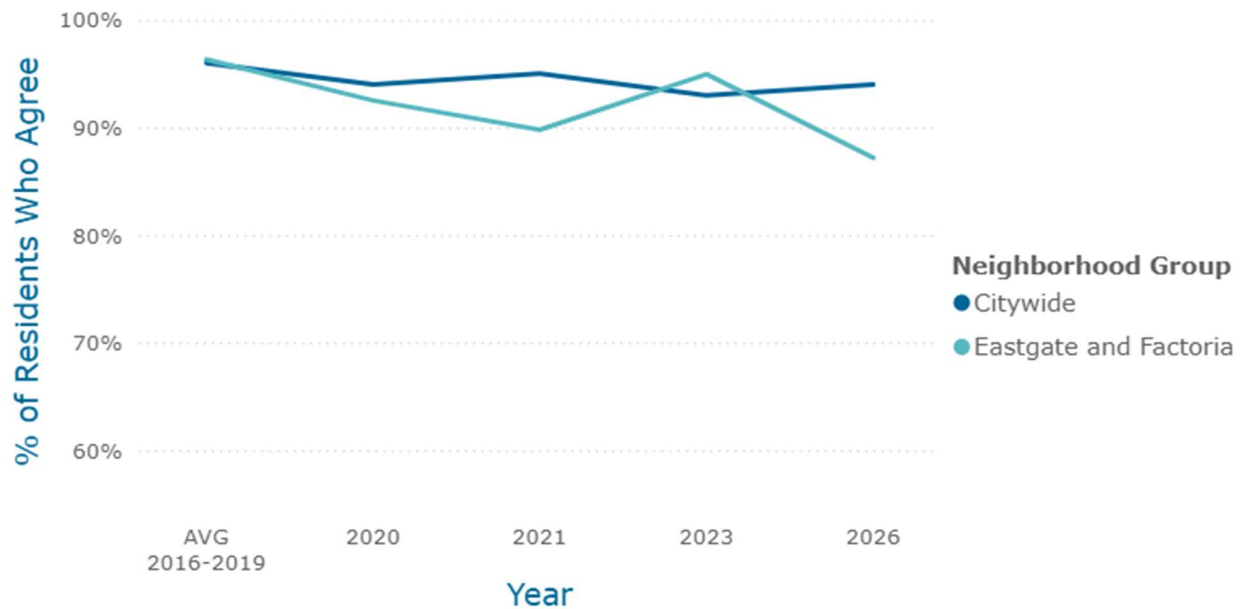
Bellevue's Neighborhoods are Safe



My Neighborhood is Safe at Night



My Neighborhood is Safe During the Day



Findings: A majority of Eastgate and Factoria respondents stated that they agree that neighborhoods feel safe, at rates slightly less than the overall figure for City respondents.

Previously, this data was collected every 2-3 years; moving forward this question will be asked annually, so this data will only be updated with every other report.

What to watch for: City staff will continue to monitor Eastgate and Factoria respondents' responses to assess if they begin to deviate significantly from the overall City's responses.

Anecdotal Input



Status: Notable increase in positive stakeholder sentiments
Indication: On track.

There are also numerous points of conversation and anecdotal observations that can help to provide a fuller picture of the circumstances in and around the Eastgate campus.

- Bellevue Police Department has a Community Engagement Officer for the South Sector, which includes the Eastgate area.
- Porchlight facilitates a monthly community advisory meeting including managers of neighboring commercial properties and residents in the area.
- Plymouth facilitates a monthly check-in amongst providers and city staff.
- Homelessness Outreach staff regularly engage with members of the community regarding their concerns regarding homelessness, including with staff at Eastgate Public Health and behavioral health staff stationed at Eastgate Park and Ride.

Each of these touchpoints offers an opportunity to continue to take the temperature in the Eastgate area, and hear immediate feedback from those who are most directly immersed in the day-to-day of life in and around the Eastgate campus.

Recent anecdotal reports from area residents and businesses reflect a perception that circumstances have noticeably improved since the action plan was implemented. Neighboring properties have identified a reduction in incidents on their property, and residents have reported no visible increase in loitering or other concerning behavior, even as the weather begins to warm and is more conducive to such behavior. Participants in these groups express strong support for continuing to work together to proactively address potential concerns in the area.

Overall Analysis and Next Steps

As of the July 2026 report, 911 calls and My Bellevue requests for assistance are down, officer-initiated calls and outreach visits are up, services provided by Porchlight continue to grow and services provided by Plymouth remain consistent.

As the region warms and heads into summertime, City staff and others will continue to monitor green spaces and seek the input and feedback of neighboring property owners, to

attempt to proactively intervene in the potential for increased loitering or camping that could coincide with warmer weather.

The programs involved will continue to follow the joint action plan, participate in community meetings and other opportunities for receiving anecdotal feedback, and begin collecting and analyzing data in anticipation of the January 2027 report.