

Eastgate Campus Action Plan: Status

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 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.	Complete	Clients may now register electronically, following an initial sign-up/intake in person. Sign-up hours have 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	PorchLight also offers transportation (bus ticket or drop-off) to another shelter location to anyone who is not able to get a bed.
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	Seeking private grant funding for an additional outreach staff position.	Complete	PorchLight secured private grant funding for an additional outreach staff position for two years and anticipates the new position will be hired by early January. PorchLight will now be able to provide outreach services seven days per week and with extended hours each day.

Agency	Action	Status	Notes
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/ Ongoing	PorchLight requested volunteers from the Community Advisory Group for this subcommittee. The group, which includes City staff, area property managers, business owners, and residents, has met three times. 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.
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.	Ongoing	<p>Plymouth is currently engaged in contract negotiations with an external healthcare provider, to be funded by the City's Housing Stability Program.</p> <p>Additionally, Plymouth:</p> <ul style="list-style-type: none"> • Increased the cadence of visiting University of Washington student health clinics from quarterly to monthly, continuing into 2026. • Met with Bellevue College's Nursing program to explore 2026 health-related partnership opportunities for students, staff, and residents. • Is preparing to conduct a resident health survey to assess health and wellbeing needs.

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	Shared expectations memo was completed in late October and has been shared with Plymouth Crossing staff as well as BPD officers.
City (BPD)	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.	Ongoing	Metro has behavioral health specialists on-site at the Eastgate Park and Ride 9-5 Monday – Friday. Security cameras on site are monitored 24/7. The Metro behavioral health team is in regular contact with city staff and PorchLight's outreach worker 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.		This position has been filled and will begin in January 2026.
City (BPD)	BPD increasing presence in the Eastgate area		<p>BPD has increased their presence in the area, including:</p> <ul style="list-style-type: none"> • 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 has increased area checks to a minimum of twice weekly.

Agency	Action	Status	Notes
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	FAQ was posted in December 2025 on the city website: www.bellevuewa.gov/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.
City (CMO, BPD, FD), PorchLight, and Plymouth	Monitoring metrics regarding program outcomes, first responder calls, and area crime statistics.	Ongoing	Information provided to the Council in the January 6, 2026 study session Agenda Memo. All parties will review data trends at least quarterly, and semi-annual updates will be posted on the city's website.