

CITY COUNCIL AGENDA TOPIC

Eastgate Campus Update

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EXECUTIVE SUMMARY

INFORMATION ONLY

Staff will present an update regarding the ongoing collaboration between the City, PorchLight men's shelter, and Plymouth Crossing housing, to address community feedback and support a safe and welcoming community for all in Eastgate.

RECOMMENDATION

N/A

BACKGROUND/ANALYSIS

The City Council received updates regarding the Eastgate Housing Campus on September 16 and October 28, 2025. These reports discussed ongoing collaboration between the City and program operators at the Eastgate Campus and identified an action plan in response to suggestions from program operators and feedback from area residents and businesses. The Council requested a study session to follow up on the action plan and assess the impact of ongoing work to 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. This approach is reflected in City policy documents, including the Comprehensive Plan, as well as Council Priorities and Strategic Target Areas. The Eastgate Housing Campus represents a significant milestone in these ongoing efforts. 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 (affordable to formerly unhoused individuals earning 0-30% AMI, with services for individuals with disabilities) and the 100-bed PorchLight men's shelter (serving 700-800 individuals a year). This represents a substantial increase in residents in Eastgate in the past few years, and as with any concentrated population increase, a parallel increase in public services is expected.

The City's objective is to reduce homelessness by supporting the work of shelters, affordable housing, and related service providers across the community to meet essential needs and operate as good

neighbors. This work benefits from open and consistent collaboration, communication and transparency with neighbors, and the willingness for all parties to adjust and respond as needed to improve outcomes over time. The organizations operating PorchLight men's shelter and Plymouth Crossing have had longstanding commitments to building community and being responsive to feedback and are continuing that tradition in Eastgate. Both the City and Eastgate operators are aware of ongoing concerns in the neighborhood and are implementing changes to mitigate these impacts. The approximately 1,500 people living or staying at the Eastgate campus are also neighborhood residents. These are essential services and active partnership across multiple parties – City staff, providers, residents/clients, and area property owners or managers – helps to support their success.

The City and local providers have implemented operational and programmatic adjustments identified in the September action plan, and are monitoring outcomes. Implementation progress is summarized below, along with recommendations for future steps.

Action Plan

Attachment A provides a status update on each item in the Action Plan. Key actions implemented include:

- PorchLight has implemented a number of operational adjustments and new tools to reduce the likelihood of men loitering in the surrounding area. This included adjusting the systems and hours for nightly bed registration and notification, allowing men (who may work night shifts) to sleep in the day center during daytime hours, and increasing the period of time an individual may be banned from the shelter for violating the code of conduct.
- PorchLight secured private grant funding for an additional outreach staff position, and the City's Homelessness Outreach program has increased weekly visits to Eastgate.
- Bellevue Police Department has increased presence in the area.
- Plymouth Crossing has increased on-site health services and partnerships with health care providers.

In addition, the City and providers have welcomed collaboration and community-building through recent events, including:

- Neighborhood trash cleanups: A Keep Bellevue Beautiful Signature Streets event on Eastgate Way in November saw 26 volunteers (including staff from Plymouth) remove 16 bags of trash. In 2025, the City's Adopt-a-Street program led to 22 cleanups nearby on Eastgate Way, Richards Road, and I-90 underpasses.
- Plymouth Crossing hosted a Friendsgiving event on November 20, welcoming residents, neighbors, and City staff to build community and enjoy a meal together.

Data Monitoring

In order to measure ongoing program impacts, staff and program operators are monitoring metrics regarding program outcomes, first responder calls, and area impacts, including:

- Number of PorchLight shelter annual bed nights and individuals served
- Number of individuals housed at Plymouth Crossing and engagement in services
- Calls for service (Police and Fire/EMS) to PorchLight, Plymouth Crossing, Polaris, and the ½ mile radius surrounding the campus

- Location and number of encampments in Eastgate

A full summary of data is included in Attachment B. Notable trends and information include:

- PorchLight's emergency men's shelter continues to be full most nights of the year, and has served more than 700 individuals at the emergency men's shelter to date in 2025.
- Plymouth Crossing permanent supportive housing remains fully occupied. 90% of residents participated in on-site services in 2025. Consistent with Plymouth's other permanent supportive housing buildings in the region, turnover is low, as the level of support provided to residents supports housing stability.
- Nearly 74% of Fire Department calls for service to the Eastgate campus are for EMS. 17% are categorized as service calls, primarily for CARES.
- Since summer 2025, Fire and EMS calls for service to Plymouth Crossing permanent supportive housing have decreased. This is consistent with expectations that as individuals are able to stabilize in secure housing with access to health services, demand is reduced for emergency medical services.
- As the Polaris apartments have become fully occupied, there has been a parallel increase in Fire Department calls for service to this location.
- Police calls for service to PorchLight are lower on average between June – November 2025 than in previous years. Calls to Plymouth Crossing and Polaris apartments increased as those two buildings became fully occupied in 2023 and 2024 but appear to be largely steady since that time.
- Police call volume in the ½ mile radius surrounding the Eastgate campus, but excluding calls to the campus itself, have increased slightly in the past few years (approximately 6% 2024 – 2025).
- Police volume in the 1-mile radius of Eastgate campus (minus the campus addresses) has stayed steady, since 2023 2nd quarter, at an average 1,430 911 CFS per quarter.
- The average number of Homelessness Outreach Program encampment responses in Eastgate and Factoria has trended downward throughout 2025, from a high of 5 to a low of 2 per month. This may be a result of operational changes at PorchLight and increased Outreach and Police presence in the area. However, as a number of factors, including weather, influence encampment activity, it is not possible to determine with certainty the cause of this reduction.

It is important to note that not all incidents are reflected in the available data. Local businesses have shared that they sometimes do not report trespassing or other concerns to the City. Police and Homelessness Outreach staff are in regular contact with area residents and businesses and encourage them to report all safety concerns via 911 and encampments or requests for outreach via My Bellevue. These relationships also allow us to identify emerging issues, provide context for collected data, and respond accordingly. For example, an area hotel manager recently shared that they continue to experience trespassing on their property, but at slightly lower levels than in the prior year. PorchLight staff was able to confirm that they will offer a ride to shelter if they are notified of a person in need, and the South Sector Police Captain is connecting with the manager to discuss reporting and follow-up protocols.

Individuals who experience homelessness are more likely than the general population to have

significant ongoing physical and behavioral health impacts from years of living outside, untreated chronic health conditions, lack of access to health care, and other factors. Conversely, access to shelter, and especially to permanent housing and related supports, is shown to have positive health impacts. Due to a shortage of permanent supportive housing across the region, individuals who live at Plymouth Crossing have typically been homeless for many years prior to becoming housed. Countywide, it is common for individuals accessing housing through the Coordinated Entry program to have been homeless for at least 10 years before attaining housing. As residents are able to settle in to living indoors, and have access to consistent supportive services, they can begin to manage their chronic conditions and heal from the health impacts of homelessness. It is expected that over time, the level of emergency (EMS) response needed will be reduced as a result.

Recommendations

Successful operation and integration of permanent supportive housing, shelters, and related services in the community benefits from planning, transparency, and community support. King County estimates that Bellevue will need 6,270 units of permanent supportive housing in the next 20 years. In addition, current shelter capacity across the Eastside does not meet increasing levels of need in the community. With only one men's shelter, one women's shelter, one family shelter, and one young adult shelter for the entire Eastside, the utilization rates of Eastside shelters and the turn-away rates due to lack of capacity exceed those of other County sub-regions.

Should additional shelters or permanent supportive housing be developed in Bellevue, the City should consider additional steps to support the success of these essential services within the community. City Code currently requires a Good Neighbor Agreement as part of permitting for any new shelter.

Permanent supportive housing is, by definition, housing and per state law it cannot be subject to greater requirements than those for any other type of housing, except for reasonable occupancy, spacing, and intensity of use requirements to protect public health and safety.

In order to support transparency and operational clarity for any future permanent supportive housing in Bellevue, staff recommends attaching a requirement for the housing provider to reach a separate agreement with the City to develop a safety plan and communications plan as a condition of any direct City capital funding for multifamily permanent supportive housing projects of 15 units or more.

This would apply to funds from the Housing Stability Program or future City funding programs and would be implemented as a condition of receipt of funds. Permanent supportive housing projects rely on a mix of funding sources, including local funds, for construction and operations, so it is reasonable to expect that City funding would be in the mix for any such project. These plans would be developed by the operator in collaboration with City representatives, and include:

- Safety and Security Plan describing measures that the operator will employ to promote the safety of residents and the surrounding area as well as how the operator will engage with City public safety departments.
- Communication and Community Relations Plan outlining strategies and policies for community engagement, dispute resolution, and communication protocols and setting expectations for participation by the City and the operator. As part of the Communications plan, the City would designate a staff member to serve as a liaison to the operator who would have an active role in supporting positive community relations and resolving any issues.

This potential requirement is not intended to deter development of permanent supportive housing, though it is possible that such conditions could present an additional barrier to siting permanent supportive housing in Bellevue. The intent of these requirements is to encourage clarity and transparency and thereby generate community support for more permanent supportive housing in Bellevue. The City should consider any increased cost to the housing provider for developing and implementing this documentation in determination of funding award amounts.

There is currently no permanent supportive housing in the development pipeline in Bellevue. In the future, when more permanent supportive housing or shelters are proposed, the City will also identify additional measures to improve neighborhood integration of these services and their residents. Based on lessons learned from the Eastgate Campus, this may include focused Homelessness Outreach and Police presence in the area, trash cleanup and community-building events, and providing educational opportunities for area residents and property owners.

POLICY & FISCAL IMPACTS

Policy Impact

Support for shelters for unhoused residents, permanent supportive housing, and supportive services are directly supported by the Comprehensive Plan as well as the Strategic Target Area “thriving people and communities”. Objective 6.1 seeks to “advance Bellevue as a community in which each and every member has access and opportunity to meet their essential physical and behavioral health, economic, recreational, and social needs, feels a sense of belonging, and has an opportunity to thrive.

Objective 6.2 directs the city to “increase opportunities throughout the city for all community members to have access to safe, affordable housing, with the supports needed to remain stable, and prevent homelessness.”

Fiscal Impact

There is no fiscal impact associated with this item.

OPTIONS

N/A

ATTACHMENTS

- A. Eastgate Campus Action Plan Report
- B. Eastgate Campus Area Data Summary

AVAILABLE IN COUNCIL LIBRARY

N/A