DAILY LOS ANGELES
COVID-19 Data Summary

Response Day 315
Thursday January 21, 2021

Prepared by
City of Los Angeles, Mayor Garcetti’s Innovation Team
INDEX

- Data Snapshot
- United States Update
- Key Indicators
- Demographic Comparisons
- Comparative Updates (LA City/County/CA)
- Medical Capacity and Supplies
- City Response and Preparedness
- Economic Analysis
The Regional Stay Home Order, announced December 3, 2020, and a supplemental order, signed December 6, 2020, went into effect at 11:59 PM the day after a region has been announced to have less than 15% ICU availability.

- The supplemental order clarifies retail operations and goes into effect immediately;
- The orders prohibit private gatherings of any size, close sector operations except for critical infrastructure and retail;
- And require 100% masking and physical distancing in all other sectors.

Once triggered, these orders will remain in effect for at least three weeks. After that period, they will be lifted when a region’s projected ICU capacity meets or exceeds 15%. This will be assessed on a weekly basis after the initial three-week period.

*Surge capacity beyond these numbers may be possible based on individual hospital’s bed and staff surge plans.

Source: COVID19.CA.GOV

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New reopening metrics and tier assignment were previously announced on Tuesdays. On November 16, the State announced that they may start reporting metrics more frequently and on days other than Tuesdays.

All metrics are evaluated on a 7-day lag. Current data range: 1/3/21 - 1/9/21

**New COVID-19 positive cases per 100K**
7-Day average new positive cases per 100K residents

**Adjusted case rate for tier assignment**
An adjustment factor for counties that are testing above or below the state average. This adjusted rate is used for “new case” metric rather than the raw case rate.

**Positivity Rate**
7-day average of positive lab-confirmed COVID-19 cases divided by total tests

**Health Equity Metric**
The test positivity rate in the Lowest Healthy Places Index Quartile Census Tracts.

### METRICS
As of Jan 19, 2021, 1 PM

<table>
<thead>
<tr>
<th>METRICS</th>
<th>REPORTING DATE</th>
<th>RATE</th>
<th>% DIFF VS LAST METRICS</th>
<th>LAST REPORTING DATE</th>
<th>LAST METRICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>New COVID-19 positive cases per 100K</td>
<td>1/12/21</td>
<td>150.7</td>
<td>+18.4%</td>
<td>1/12/21</td>
<td>127.3</td>
</tr>
<tr>
<td>Adjusted case rate for tier assignment</td>
<td>1/12/21</td>
<td>75.3</td>
<td>-2.2%</td>
<td>1/12/21</td>
<td>77</td>
</tr>
<tr>
<td>Positivity Rate</td>
<td>1/12/21</td>
<td>17.1%</td>
<td>-3.4%</td>
<td>1/12/21</td>
<td>20.5%</td>
</tr>
<tr>
<td>Health Equity Metric (starting 10/6)*</td>
<td>1/12/21</td>
<td>22.40%</td>
<td>-3.90% (% Point Difference)</td>
<td>1/12/21</td>
<td>26.3%</td>
</tr>
</tbody>
</table>

**County risk level**

- **WIDESPREAD**
  - Many non-essential indoor business operations are closed
  - More than 7 daily new cases (per 100k)
  - More than 8% positive tests

- **SUBSTANTIAL**
  - Some non-essential indoor business operations are closed
  - 4 - 7 daily new cases (per 100k)
  - 5 - 8% positive tests

- **MODERATE**
  - Some indoor business operations are open with modifications
  - 1 - 3.9 daily new cases (per 100k)
  - 2 - 4.9% positive tests

- **MINIMAL**
  - Most indoor business operations are open with modifications
  - Less than 1 daily new cases (per 100k)
  - Less than 2% positive tests

Source: California Department of Public Health

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## Key Takeaways:

The following metrics have seen **undesirable** movement over the past seven days for which data are available: New Cases (vs baseline), New Deaths (vs baseline), 7-Day COVID Positive Test Rate (vs baseline), New Hospitalizations (vs baseline), Acute Care Bed Capacity (vs baseline), LA City Crime (vs last week), and LA City Unemployment Insurance Claims (vs baseline).

The following metrics have seen **desirable** movement over the past seven days: New Cases (vs last week), New Deaths (vs last week), 7-Day COVID Positive Test Rate (vs last week), New Hospitalizations (vs last week), Acute Care Bed Capacity (vs last week), LA City Crime (vs baseline), and LA City Unemployment Insurance Claims (vs last week).

*Unless otherwise noted, the baseline period is the week of 4/18/20-4/24/20, our highest week in the month of April, first full month of reporting on record.*

*As of 1/19/2021*

*As of 1/20/2021*

<table>
<thead>
<tr>
<th>METRICS</th>
<th>TODAY’S AVERAGES</th>
<th>CURRENT TREND VS LAST WEEK</th>
<th>% CHANGE VS LAST WEEK</th>
<th>CURRENT TREND VS BASELINE</th>
<th>% CHANGE VS BASELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Cases (7-day avg.)</td>
<td>10,560 (7-day avg)</td>
<td>←</td>
<td>-30.5%</td>
<td>←</td>
<td>+912.5%</td>
</tr>
<tr>
<td>New Deaths (7-day avg.)</td>
<td>202 (7-day avg)</td>
<td>←</td>
<td>-16.5%</td>
<td>←</td>
<td>+300.3%</td>
</tr>
<tr>
<td>COVID 7-Day Positive Test Rate (as of one week ago)</td>
<td>15% (overall)</td>
<td>←</td>
<td>-3.1%</td>
<td>←</td>
<td>+3.4% COVID+ Test Rate is % Point Difference w/ baseline</td>
</tr>
<tr>
<td>New Hospitalizations (7-day average)*</td>
<td>621 (7-day avg)</td>
<td>←</td>
<td>-7.1%</td>
<td>←</td>
<td>+299.1%</td>
</tr>
<tr>
<td>Acute Care Bed Capacity (7-day average)**</td>
<td>250 (7-day avg)</td>
<td>←</td>
<td>+0.3%</td>
<td>←</td>
<td>-77.6%</td>
</tr>
<tr>
<td>ICU Bed Capacity (7-day average)**</td>
<td>32 (7-day avg)</td>
<td>←</td>
<td>-19.4%</td>
<td>←</td>
<td>-86.8%</td>
</tr>
<tr>
<td>LA City Crime (7-day avg) baseline = 2020 YTD</td>
<td>439 daily crimes (7-day avg) as of 1/16/2021</td>
<td>←</td>
<td>+5.6%</td>
<td>←</td>
<td>-22.1%</td>
</tr>
<tr>
<td>LA City Unemployment Ins. Claims (includes PUA) baseline = equivalent 2019 week</td>
<td>4,757 as of 1/2/2021</td>
<td>←</td>
<td>-26.0%</td>
<td>←</td>
<td>+194%</td>
</tr>
</tbody>
</table>

Source: Los Angeles County Department of Health, COVID Tracking Project

Prepared by Mayor’s Innovation Team
**COVID-19 US Cases - Per Capita State Comparisons (TOTAL CASES)**

As of January 20, 2021, 4:00 PM • One-day lag

Source: COVID Tracking Project
Prepared by Mayor’s Innovation Team
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Cases have begun to decrease overall but remain high. Top five states, based on new cases over the last day include:

1. **#1:** 3,019.4K cases in California (+22.4K) - 7632 per 100K
   34.4K deaths in California (+694) - 87.0 per 100K

2. **#2:** 2,166.3K cases in Texas (+31.3K) - 7547 per 100K
   32.8K deaths in Texas (+450) - 114.4 per 100K

3. **#3:** 1,571.8K cases in Florida (+11.8K) - 7379 per 100K
   25.0K deaths in Florida (+145) - 117.2 per 100K

4. **#4:** 1,271.5K cases in New York State (+13.4K) - 6506 per 100K
   33.4K deaths in New York State (+191) - 171.0 per 100K

5. **#5:** 1,081.4K cases in Illinois (+4.8K) - 8487 per 100K
   20.3K deaths in Illinois (+132) - 159.2 per 100K

Rounding out the top ten are: Ohio, Pennsylvania, Georgia, Tennessee, North Carolina

**California ranks ...**

- **#1** in Cases
- **#25** in Cases per 100K
- **#1** in Deaths
- **#39** in Deaths per 100K

Source: COVID Tracking Project
COVID-19 US Cases - Per Capita State Comparisons (NEW CASES)
As of January 20, 2021, 4:00 PM • One-day lag

**COVID-19 US Cases - Per Capita State Comparisons (NEW CASES)**

Cases have begun to decrease overall but remain high. Top five states, based on new cases over the last day include:

1. **2,166.3K cases in Texas (+31.3K) - 7547 per 100K**
   32.8K deaths in Texas (+450) - 114.4 per 100K

2. **3,019.4K cases in California (+22.4K) - 7632 per 100K**
   34.4K deaths in California (+694) - 87.0 per 100K

3. **1,271.5K cases in New York State (+13.4K) - 6506 per 100K**
   33.4K deaths in New York State (+191) - 171.0 per 100K

4. **1,571.8K cases in Florida (+11.8K) - 7379 per 100K**
   25.0K deaths in Florida (+145) - 117.2 per 100K

5. **690.9K cases in North Carolina (+6.4K) - 6653 per 100K**
   8.2K deaths in North Carolina (+61) - 79.0 per 100K

Rounding out the top ten are: Ohio, Pennsylvania, Georgia, South Carolina, New Jersey

**Legend for map**
- California ranks **#1** in Cases
- California ranks **#25** in Cases per 100K
- California ranks **#1** in Deaths
- California ranks **#39** in Deaths per 100K

Source: COVID Tracking Project
Top 5 per capita (per 100K) cases by County:

**Yuma, Arizona:** 15,701 cases per 100K (33,567 total cases)

**Lubbock, Texas:** 14,720 cases per 100K (45,717 total cases)

**Imperial, California:** 13,980 cases per 100K (25,333 total cases)

**Minnehaha, South Dakota (Sioux Falls):** 13,726 cases per 100K (26,509 total cases)

**Potter, Texas (Amarillo):** 13,680 cases per 100K (16,062 total cases)

Los Angeles, California: 10,347 cases per 100K (1,038,738 total cases)

*Los Angeles County ranks #44 out of 584 counties with 100K+*
COVID-19 US Deaths - Per Capita County Comparison (Counties >=100K ppl)
As of January 20, 2021, 4:00 PM • One-day lag

Top 5 per capita (per 100K) deaths by County:

Bronx, New York: 373.9 deaths per 100K (5,302 total deaths)

Navajo, Arizona: 359.7 deaths per 100K (399 total deaths)

Queens, New York: 350.0 deaths per 100K (7,889 total deaths)

Kings, New York: 316.1 deaths per 100K (8,092 total deaths)

Essex, New Jersey (NYC Metro Area): 311.6 deaths per 100K (2,490 total deaths)

Los Angeles, California: 143.6 deaths per 100K (14,416 total deaths)

Los Angeles County ranks #158 out of 584 counties with 100K+

Source: Los Angeles County Department of Health, Johns Hopkins University
Prepared by Mayor’s Innovation Team
COVID-19 • LOS ANGELES

Key Indicators

Cases, Deaths, Testing, and Hospitalizations
LA County New Cases and New Deaths, 7-Day Average

**CASES DAILY UPDATE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0.94</td>
<td>8,512</td>
</tr>
</tbody>
</table>

**DEATHS DAILY UPDATE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4%</td>
<td>262</td>
</tr>
</tbody>
</table>

**KEY TAKEAWAYS**

The past seven days have seen an **average daily increase of 10,560 new cases**

The past seven days have seen an **average daily increase of 202 new deaths**

**Legend:**
- New Cases (7-Day Rolling Average)
- New Deaths (7-Day Rolling Average)
- Safer At Home (SAH) Restriction Lifted
- SAH Restriction Reinstated

**Note:** The reported cases on 12/14 were artificially low due to backlogs from certain labs

**Source:** Los Angeles County New Cases and New Deaths, 7-Day Average
LA County Case Updates

KEY TAKEAWAYS

• LA County accounts for 34.4% of cases in CA with an average of 10,560 new cases reported from 1/14 to 1/21 (1.1% increase)

CUMULATIVE CASES

Source: Los Angeles County Department of Public Health, Johns Hopkins Center for Systems Science and Engineering GitHub repo, LA County Department of Public Health, COVIDTracking.com, and the LA Times.
KEY TAKEAWAYS

- LA County accounts for 41.8% of deaths in CA with an average of 202 new deaths reported from 1/14 to 1/21 (1.5% increase)

CUMULATIVE DEATHS

Source: Los Angeles County Department of Public Health, Johns Hopkins Center for Systems Science and Engineering GitHub repo, LA County Department of Public Health, COVIDTracking.com, and the LA Times.
KEY TAKEAWAYS

• At least 3,745,278 tests have been performed at City of Los Angeles since 3/20

• On average, 18,486 tests were performed each day from 1/14 to 1/20

• 416,763 of the 3,673,406 tests for which results were received were positive (11.5%)
LA Testing Updates • Positivity Rate

**KEY TAKEAWAYS**

• LA County has tested a total of at least 5,303,013 people and a total of 12,628,619 specimens (tests).

**COUNTY POSITIVITY RATE** (7-day lag)

Legend:
- 7-Day Positivity Rate
- Cumulative Positive Test Rate

Source: City of Los Angeles

City positive rate as of January 20/19, 2021
County metrics as of January 14, 2021

Positivity Rate in City of LA (1-day lag for cumulative/2-day for 7-day rate)
KEY TAKEAWAYS

At least 53,633 people have been hospitalized since 3/18

CURRENTLY HOSPITALIZED: -2.6% change
ICU HOSPITALIZED: -0.3% change

NEW HOSPITALIZATIONS IN LA COUNTY

<table>
<thead>
<tr>
<th>Date</th>
<th>New Hospitalizations</th>
<th>Current Hospitalizations</th>
<th>Total Hospitalizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/18</td>
<td>34</td>
<td>677</td>
<td>7,073</td>
</tr>
<tr>
<td>3/30</td>
<td>122</td>
<td>797</td>
<td>8,099</td>
</tr>
<tr>
<td>4/11</td>
<td>133</td>
<td>927</td>
<td>9,022</td>
</tr>
<tr>
<td>4/23</td>
<td>153</td>
<td>1,080</td>
<td>10,053</td>
</tr>
<tr>
<td>5/5</td>
<td>179</td>
<td>1,259</td>
<td>11,108</td>
</tr>
<tr>
<td>5/17</td>
<td>192</td>
<td>1,451</td>
<td>12,259</td>
</tr>
<tr>
<td>6/10</td>
<td>174</td>
<td>1,625</td>
<td>13,384</td>
</tr>
<tr>
<td>7/4</td>
<td>171</td>
<td>1,796</td>
<td>14,575</td>
</tr>
<tr>
<td>8/9</td>
<td>145</td>
<td>1,941</td>
<td>15,716</td>
</tr>
<tr>
<td>8/21</td>
<td>117</td>
<td>2,058</td>
<td>16,773</td>
</tr>
<tr>
<td>9/2</td>
<td>103</td>
<td>2,161</td>
<td>17,904</td>
</tr>
<tr>
<td>9/14</td>
<td>95</td>
<td>2,256</td>
<td>19,159</td>
</tr>
<tr>
<td>10/8</td>
<td>75</td>
<td>2,331</td>
<td>20,490</td>
</tr>
<tr>
<td>10/20</td>
<td>67</td>
<td>2,408</td>
<td>21,868</td>
</tr>
<tr>
<td>11/1</td>
<td>78</td>
<td>2,486</td>
<td>23,354</td>
</tr>
<tr>
<td>11/13</td>
<td>83</td>
<td>2,569</td>
<td>24,823</td>
</tr>
<tr>
<td>11/25</td>
<td>99</td>
<td>2,658</td>
<td>26,381</td>
</tr>
<tr>
<td>12/7</td>
<td>146</td>
<td>2,704</td>
<td>28,087</td>
</tr>
<tr>
<td>12/19</td>
<td>216</td>
<td>2,810</td>
<td>30,297</td>
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<tr>
<td>12/31</td>
<td>315</td>
<td>2,925</td>
<td>32,222</td>
</tr>
<tr>
<td>1/15</td>
<td>366</td>
<td>3,091</td>
<td>35,313</td>
</tr>
<tr>
<td>1/20</td>
<td>621</td>
<td>3,212</td>
<td>38,525</td>
</tr>
<tr>
<td>1/21</td>
<td>669</td>
<td>3,271</td>
<td>39,794</td>
</tr>
</tbody>
</table>

EQUIPMENT AVAILABILITY

<table>
<thead>
<tr>
<th>Total Beds Available</th>
<th>Acute Care Beds Available</th>
<th>ICU Beds Available</th>
<th>Ventilators Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>284</td>
<td>249</td>
<td>35</td>
<td>944</td>
</tr>
</tbody>
</table>

LA Hospitalization Updates

LOS ANGELES

<table>
<thead>
<tr>
<th>Date</th>
<th>New Hospitalizations</th>
<th>Current Hospitalizations</th>
<th>Total Hospitalizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/18</td>
<td>614</td>
<td>7,073</td>
<td>53,633</td>
</tr>
</tbody>
</table>

284 Total Beds Available
249 Acute Care Beds Available
35 ICU Beds Available
944 Ventilators Available

SO-CAL REGIONAL ICU CAPACITY

As of 1/21

0.0% change

Legend

New Hospitalizations (7 Day Rolling Average)
New Hospitalizations

Source: New Hospitalizations data from County HavBed Bed Tracking, County Hospitalization data from CA Open Data Portal

Prepared by Mayor’s Innovation Team
Demographic Comparisons
Cases by Demographics

13% 0 to 17 yrs
24% 18 to 29 yrs
34% 30 to 49 yrs
19% 50 to 64 yrs
10% 65+

PERCENT OF TOTAL CASES COMPARED TO POPULATION

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percent of Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 17</td>
<td>13%</td>
</tr>
<tr>
<td>18 to 29</td>
<td>24%</td>
</tr>
<tr>
<td>30 to 49</td>
<td>34%</td>
</tr>
<tr>
<td>50 to 64</td>
<td>19%</td>
</tr>
<tr>
<td>65+</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race</th>
<th>Percent of Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>6%</td>
</tr>
<tr>
<td>Black</td>
<td>5%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>62%</td>
</tr>
<tr>
<td>White</td>
<td>13%</td>
</tr>
<tr>
<td>Other</td>
<td>15%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percent of Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>52%</td>
</tr>
<tr>
<td>Male</td>
<td>48%</td>
</tr>
</tbody>
</table>

KEY TAKEAWAYS

- Data is incomplete with 25.8% of cases still under investigation

MOST IMPACTED GROUPS

- Hispanic/Latino Americans
- Females
- 30-59 year olds
- 18-29 year olds

Legend:
- Percent of LA County Population
- Percent of Total Cases

Source: Los Angeles Department of Public Health.
Deaths by Demographics

All metrics last updated at 1 PM, January 17, 2021

0% 0 to 17 yrs
1% 18 to 29 yrs
7% 30 to 49 yrs
19% 50 to 64 yrs
74% 65+

KEY TAKEAWAYS

• Data is incomplete with 1% of Deaths still under investigation

• As of December 19, 2020, 8,192 out of 8,875 deaths (92.3%) had comorbidities (underlying conditions)

MOST IMPACTED GROUPS

• 65+
• Males
• Hispanic/Latino Americans
• Black Americans

Legend

Percent of LA County Population
Percent of Total Deaths
Source: Los Angeles Department of Public Health.

PERCENT OF TOTAL DEATHS COMPARED TO POPULATION

Age
0 to 17 yrs: 0%
18 to 29 yrs: 1%
30 to 49 yrs: 7%
50 to 64 yrs: 19%
65+: 74%

Race
Asian: 14%
Black: 9%
Hispanic/Latino: 51%
White: 24%
Other: 2%

Gender
Female: 42%
Male: 58%
**Daily Confirmed Cases, 7-Day Average**

<table>
<thead>
<tr>
<th>Week of 1/14 to 1/21</th>
<th>CA</th>
<th>LA County</th>
<th>City of LA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Daily Cases Reported</td>
<td>31,725</td>
<td>10,560 (34.4% of cases in CA)</td>
<td>4,069 (13.9% of cases in CA)</td>
</tr>
<tr>
<td>% Change from yesterday</td>
<td>+1.1%</td>
<td>+1.3%</td>
<td>+1%</td>
</tr>
</tbody>
</table>

**Week of 1/14 to 1/21**

- CA: 31,725 cases (34.4% of cases in CA)
- LA County: 10,560 cases (34.4% of cases in CA)
- City of LA: 4,069 cases (13.9% of cases in CA)

% Change from yesterday:
- CA: +1.1%
- LA County: +1.3%
- City of LA: +1%

**Daily Confirmed Deaths, 7-Day Average**

<table>
<thead>
<tr>
<th>Week of 1/14 to 1/21</th>
<th>CA</th>
<th>LA County</th>
<th>City of LA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Daily Deaths Reported</td>
<td>479</td>
<td>202 (41.8% of deaths in CA)</td>
<td>82 (17.3% of deaths in CA)</td>
</tr>
<tr>
<td>% Change from yesterday</td>
<td>+1.4%</td>
<td>+1.5%</td>
<td>+1.5%</td>
</tr>
</tbody>
</table>

**Week of 1/14 to 1/21**

- CA: 479 deaths (41.8% of deaths in CA)
- LA County: 202 deaths (41.8% of deaths in CA)
- City of LA: 82 deaths (17.3% of deaths in CA)

% Change from yesterday:
- CA: +1.4%
- LA County: +1.5%
- City of LA: +1.5%
Medical Capacity and Supplies
Key Takeaways:
284 total beds

Since last week, there has been a:

• **16.9% increase** in available acute care beds. Surge capacity is 13,400*

• **14.6% decrease** in available ICU beds. Surge capacity is 3,000*

• **8.1% increase** in available ventilators. Surge capacity is 3,199*

*Additional surge capacity beyond these numbers may be possible based on individual hospital’s bed and staff surge plans

Source: County HavBed Bed Tracking and Los Angeles County Department of Public Health Services/Reddinet. This is self reported data subject to error, represents 70 designated 9-1-1 receiving hospitals.
Hospital Bed and Equipment Capacity for LA County
As of January 19 • Two-day Lag

**ICU BEDS**

<table>
<thead>
<tr>
<th>Date</th>
<th>Total - 2.5K</th>
<th>Non-COVID Occupied</th>
<th>COVID Person Under Investigation</th>
<th>COVID Occupied</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/13</td>
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**ACUTE CARE BEDS**

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<th>Total - 17K</th>
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<th>COVID Person Under Investigation</th>
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<td>1/13</td>
<td>4,517</td>
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<td>4,673</td>
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**VENTILATORS**

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<th>COVID Person Under Investigation</th>
<th>COVID Occupied</th>
<th>Available</th>
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<td>1/13</td>
<td>838</td>
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<td>1,288</td>
<td>1,288</td>
<td>1,315</td>
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</table>

*Additional surge capacity beyond these numbers may be possible based on individual hospital’s bed and staff surge plans.

Source: County HavBed Bed Tracking and Los Angeles County Department of Public Health Services/Reddinet
This is self reported data subject to error, represents 70 designated 9-1-1 receiving hospitals

Prepared by Mayor’s Innovation Team
Page 26
COVID-19 DATA SUMMARY

City Response and Preparedness
## Hotline Services: 311 Calls

<p>| | | | | |</p>
<table>
<thead>
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<td>205</td>
<td>2,755</td>
<td>773.4K</td>
<td>49.9K</td>
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<td>11%</td>
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<td>Calls</td>
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<td>2,328</td>
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<td>89%</td>
<td>86%</td>
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<tr>
<td>Since 3/26</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

All metrics last updated January 20, 2021

### Key Takeaways

- **7%** of the total 311 calls were COVID-related.
- Wait time was **3.6 mins for each call**.

### Call Themes

- Testing or results
- Vaccine availability
- Financial help
- Questions or complaints about orders

### Legend:

- **311 - COVID**
- **311 - Non-COVID**

**Source:** ITA - 311 Contact Center
COVID-19 • Los Angeles City Overview

Economic Analysis
Key Takeaways:

• **4.8K** new claims from 12/27-1/2, including Pandemic Unemployment Assistance (PUA).

• Spiked on 3/28 with **112K** new claims

• This represents an increase of over **4500%** from the weekly average from 1/1 - 3/7

• November’s unemployment (seasonally-adjusted) is estimated at **11%** for LA County. This is lower than October’s numbers (12%)

• **1,368,934** total claims for Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA) in 2020/21

Note: A major PUA backlog was found and reported over the two-week period from 8/23-9/5

Prepared by Mayor’s Innovation Team
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End of Report
January 21, 2021