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

Data Snapshot
The Regional Stay Home Order order ended on January 25, 2021. County restrictions returned to their appropriate tier under the Blueprint for a Safer Economy. Other state orders are still in place.

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.

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

### ICU Availabilities as of 1/25/21

<table>
<thead>
<tr>
<th>Region</th>
<th>ICU Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern California</td>
<td>47.9%</td>
</tr>
<tr>
<td>Bay Area</td>
<td>8.2%</td>
</tr>
<tr>
<td>Greater Sacramento</td>
<td>9.9%</td>
</tr>
<tr>
<td>San Joaquin Valley</td>
<td>0.0%</td>
</tr>
<tr>
<td>Southern California</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

### Statewide Metrics

- **71.6** New COVID-19 Positive Cases Per Day Per 100k Residents
- **12.4%** 7-Day Positivity Rate
- **0.0%** ICU Availability

*Regional Stay Home Order ended 1/25/21*

Source: State of California
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: 1/10/21 - 1/16/21

### 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.

<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>1/26/21</td>
<td>96.5</td>
<td>-36.0%</td>
<td>1/19/21</td>
<td>150.7</td>
</tr>
<tr>
<td>Adjusted case rate for tier assignment</td>
<td>1/26/21</td>
<td>48.2</td>
<td>-36.0%</td>
<td>1/19/21</td>
<td>75.3</td>
</tr>
<tr>
<td>Positivity Rate</td>
<td>1/26/21</td>
<td>13.9%</td>
<td>-3.2% ( % Point Difference)</td>
<td>1/19/21</td>
<td>17.1%</td>
</tr>
<tr>
<td>Health Equity Metric (starting 10/6)*</td>
<td>1/26/21</td>
<td>18.30%</td>
<td>-4.1% ( % Point Difference)</td>
<td>1/19/21</td>
<td>22.40%</td>
</tr>
</tbody>
</table>

**County risk level**

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>New cases</th>
<th>positive tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIDESPREAD</td>
<td>Many non-essential indoor business operations are closed</td>
<td>More than 7 daily new cases (per 100k)</td>
<td>More than 8% positive tests</td>
</tr>
<tr>
<td>SUBSTANTIAL</td>
<td>Some non-essential indoor business operations are closed</td>
<td>4 - 7 daily new cases (per 100k)</td>
<td>5 - 8% positive tests</td>
</tr>
<tr>
<td>MODERATE</td>
<td>Some indoor business operations are open with modifications</td>
<td>1 - 3.9 daily new cases (per 100k)</td>
<td>2 - 4.9% positive tests</td>
</tr>
<tr>
<td>MINIMAL</td>
<td>Most indoor business operations are open with modifications</td>
<td>Less than 1 daily new cases (per 100k)</td>
<td>Less than 2% positive tests</td>
</tr>
</tbody>
</table>

Source: California Department of Public Health

Prepared by Mayor's Innovation Team
# LOS ANGELES COUNTY
## KEY METRICS

As of January 26, 2021, 3 PM

<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><strong>New Cases</strong> (7-day avg.)</td>
<td>7,947 (7-day avg)</td>
<td>[Undesired Trend]</td>
<td>-38.8%</td>
<td>[Desired Trend]</td>
<td>+662.0%</td>
</tr>
<tr>
<td><strong>New Deaths</strong> (7-day avg.)</td>
<td>212 (7-day avg)</td>
<td>[Desired Trend]</td>
<td>+1.4%</td>
<td>[Desired Trend]</td>
<td>+318.4%</td>
</tr>
<tr>
<td><strong>COVID 7-Day Positive Test Rate</strong> (as of one week ago)</td>
<td>13.2% (overall)</td>
<td>[Desired Trend]</td>
<td>-2.7%</td>
<td>[Desired Trend]</td>
<td>+1.6%</td>
</tr>
<tr>
<td><strong>New Hospitalizations</strong> (7-day average)*</td>
<td>560 (7-day avg)</td>
<td>[Undesired Trend]</td>
<td>-14.2%</td>
<td>[Desired Trend]</td>
<td>+260.2%</td>
</tr>
<tr>
<td><strong>Acute Care Bed Capacity</strong> (7-day average)</td>
<td>306 (7-day avg)</td>
<td>[Desired Trend]</td>
<td>+33.9%</td>
<td>[Desired Trend]</td>
<td>-72.5%</td>
</tr>
<tr>
<td><strong>ICU Bed Capacity</strong> (7-day average)</td>
<td>39 (7-day avg)</td>
<td>[Desired Trend]</td>
<td>+3.8%</td>
<td>[Desired Trend]</td>
<td>-83.9%</td>
</tr>
<tr>
<td><strong>LA City Crime</strong> (7-day avg) baseline = 2020 YTD</td>
<td>439 daily crimes (7-day avg) as of 1/16/2021</td>
<td>[Desired Trend]</td>
<td>+5.6%</td>
<td>[Desired Trend]</td>
<td>-22.1%</td>
</tr>
<tr>
<td><strong>LA City Unemployment Ins. Claims</strong> (includes PUA) baseline = equivalent 2019 week</td>
<td>8,445 as of 1/9/2021</td>
<td>[Desired Trend]</td>
<td>+77.5%</td>
<td>[Desired Trend]</td>
<td>+178%</td>
</tr>
</tbody>
</table>

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, 7-Day COVID Positive Test Rate (vs baseline), New Hospitalizations (vs baseline), Acute Care Bed Capacity (vs baseline), ICU Bed Capacity (vs baseline), LA City Crime (vs last week), and LA City Unemployment Insurance Claims.

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

*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 1/22/2021

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[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 25, 2021, 4:00 PM • One-day lag

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

#1: 3,136.2K cases in California (+27.0K) - 7928 per 100K
37.1K deaths in California (+328) - 93.8 per 100K

#2: 2,246.8K cases in Texas (+6.3K) - 7828 per 100K
34.4K deaths in Texas (+72) - 119.8 per 100K

#3: 1,627.8K cases in Florida (+8.5K) - 7642 per 100K
25.8K deaths in Florida (+156) - 121.4 per 100K

#4: 1,339.0K cases in New York State (+12.0K) - 6851 per 100K
34.2K deaths in New York State (+173) - 175.2 per 100K

#5: 1,104.8K cases in Illinois (+2.9K) - 8670 per 100K
20.7K deaths in Illinois (+64) - 162.8 per 100K

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

California ranks ...
#1 in Cases
#25 in Cases per 100K

#1 in Deaths
#38 in Deaths per 100K

Source: COVID Tracking Project
COVID-19 US Cases - Per Capita State Comparisons (NEW CASES)
As of January 24, 2021, 4:00 PM • One-day lag

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

#1: 3,136.2K cases in California (+27.0K) - 7928 per 100K
37.1K deaths in California (+328) - 93.8 per 100K

#2: 1,339.0K cases in New York State (+12.0K) - 6851 per 100K
34.2K deaths in New York State (+173) - 175.2 per 100K

#3: 1,627.8K cases in Florida (+8.5K) - 7642 per 100K
25.8K deaths in Florida (+156) - 121.4 per 100K

#4: 2,246.8K cases in Texas (+6.3K) - 7828 per 100K
34.4K deaths in Texas (+72) - 119.8 per 100K

#5: 478.6K cases in Virginia (+6.2K) - 5619 per 100K
6.1K deaths in Virginia (+3) - 71.4 per 100K

Rounding out the top ten are: Connecticut, Arizona, North Carolina, Ohio, New Jersey

California ranks ...
#1 in Cases
#25 in Cases per 100K

#1 in Deaths
#38 in Deaths per 100K

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

Yuma, Arizona: **16,101 cases** per 100K  
(34,422 total cases)

Lubbock, Texas: **14,889 cases** per 100K  
(46,241 total cases)

Imperial, California: **14,186 cases** per 100K  
(25,707 total cases)

Whitfield, Georgia: **13,940 cases** per 100K  
(14,585 total cases)

Minnehaha, South Dakota (Sioux Falls): **13,863 cases** per 100K  
(26,775 total cases)

Los Angeles, California: **10,755 cases** per 100K  
(1,079,672 total cases)  
*Los Angeles County ranks #39 out of 584 counties with 100K+*
Top 5 per capita (per 100K) deaths by County:

**Bronx, New York: 377.3 deaths** per 100K  
(5,351 total deaths)

**Navajo, Arizona: 371.4 deaths** per 100K  
(412 total deaths)

**Queens, New York: 354.8 deaths** per 100K  
(7,996 total deaths)

**Kings, New York: 321.5 deaths** per 100K  
(8,230 total deaths)

**Yuma, Arizona: 314.8 deaths** per 100K  
(673 total deaths)

**Los Angeles, California: 152.5 deaths** per 100K  
(15,314 total deaths)

*Los Angeles County ranks #147 out of 584 counties with 100K+*
COVID-19 • LOS ANGELES

Key Indicators
Cases, Deaths, Testing, and Hospitalizations
The past seven days have seen an average daily increase of 7,947 new cases.

The past seven days have seen an average daily increase of 212 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 **7,947** new cases reported from 1/19 to 1/26 (-3.4% decrease)

**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 41.5% of deaths in CA with an average of 212 new deaths reported from 1/19 to 1/26 (7.8% 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 3,803,567 tests have been performed at City of Los Angeles since 3/20

• On average, 17,044 tests were performed each day from 1/19 to 1/25

• 431,443 of the 3,745,161 tests for which results were received were positive (11.7%)
**LA Testing Updates • Positivity Rate**

**TESTS COMPLETED**
City Tests Since last report: 12.5K
City Tests Since 3/20: 3.8M

**AVAILABILITY**
Total City Sites Available Today: 10
Avail. City Testing Capacity Today: 35K

**POSITIVITY RATE**
- Cumulative City - Tests: 11.7%
- Cumulative County - Tests: 9.9%
- Cumulative County - People: 18.9%
- County’s 7-day Rate For Tests (1 week lag): 13.2%
- City’s 7-day Rate For Tests (2 day lag): 20.71%

*Public test registration. It does not include registration of critical city employees, first responders, and health care providers.

**POSITIVITY RATE IN CITY OF LA** (1-day lag for cumulative/2-day for 7-day rate)

**KEY TAKEAWAYS**
- LA County has tested a total of at least 5,410,106 people and a total of 13,059,765 specimens (tests)

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

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

**Source:** City of Los Angeles
LA Hospitalization Updates

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>541</td>
<td>6,213</td>
<td>54,404</td>
</tr>
</tbody>
</table>

EQUIPMENT AVAILABILITY (AS OF 1/25)

- Total Beds Available: 362
- Acute Care Beds Available: 305
- ICU Beds Available: 57
- Ventilators Available: 1017

SO-CAL REGIONAL ICU CAPACITY

- As of 1/26: 0.0% change

KEY TAKEAWAYS

At least 54,404 people have been hospitalized since 3/18

CURRENTLY HOSPITALIZED: -1.5% change

ICU HOSPITALIZED: -0.9% change

Prepared by Mayor’s Innovation Team

All metrics as of January 22, unless otherwise noted

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

Legend (for graph on left)
- New Hospitalizations (7 Day Rolling Average)
- New Hospitalizations

The Regional Stay Home Order went into effect on 12/6 at 11:59 PM, the day after the Southern California region dipped below 15% ICU availability. This order prohibits private gatherings of any size, closes sector operations except for critical infrastructure and retail, and requires 100% masking and physical distancing in all others.
COVID-19 • LOS ANGELES
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+

All metrics last updated at 1 PM, January 21, 2021

PERCENT OF TOTAL CASES COMPARED TO POPULATION

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

Race
- Hispanic/Latino: 62%
- Black: 5%
- Asian: 6%
- White: 13%
- Other: 14%

Gender
- Female: 52%
- Male: 48%

KEY TAKEAWAYS
- Data is incomplete with 25.4% of Cases still under investigation

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

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

All metrics last updated at 1 PM, January 21, 2021

**PERCENT OF TOTAL DEATHS COMPARED TO POPULATION**

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 17</td>
<td>0%</td>
<td>2,096,996</td>
</tr>
<tr>
<td>18 to 29</td>
<td>1%</td>
<td>1,703,623</td>
</tr>
<tr>
<td>30 to 49</td>
<td>6%</td>
<td>2,725,450</td>
</tr>
<tr>
<td>50 to 64</td>
<td>19%</td>
<td>1,856,788</td>
</tr>
<tr>
<td>65+</td>
<td>73%</td>
<td>1,248,675</td>
</tr>
</tbody>
</table>

**KEY TAKEAWAYS**

- Data is incomplete with **1.3% 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.
**DAILY TOTALS**  
**ROLLING AVERAGE**

**City + County + State Update**  
As of January 26, 2021, Updated 1:00 PM

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

- **Week of 1/19 to 1/26**
  - CA: 22,317 (34.4% of cases in CA)
  - LA County: 7,947 (13.9% of cases in CA)
  - City of LA: 3,055 (13.9% of cases in CA)

- **% Change from yesterday**
  - CA: -4.2%
  - LA County: -3.4%
  - City of LA: -5%

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

- **Week of 1/19 to 1/26**
  - CA: 541 (41.5% of deaths in CA)
  - LA County: 212 (17.1% of deaths in CA)
  - City of LA: 86 (17.1% of deaths in CA)

- **% Change from yesterday**
  - CA: +7.5%
  - LA County: +7.8%
  - City of LA: +5.8%

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Source: Los Angeles County Department of Public Health, Johns Hopkins Center for Systems Science and Engineering GitHub repo, and the LA Times.  
Day of outbreak is identified as March 11, with prior cases aggregated to day 1. LA City death count lags several days.
COVID-19 • LOS ANGELES COUNTY

Medical Capacity and Supplies
**Hospital Bed and Equipment Capacity for LA County**

As of January 25 • One-day Lag

**Key Takeaways:**

362 total beds

Since last week, there has been a:

- **21% increase** in available acute care beds. Surge capacity is 13,400*

- **90% increase** in available ICU beds. Surge capacity is 3,000*

- **22.4% 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

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**County Total Reported Bed Capacity in County: 23,318 Staffed Beds in all Categories**

(ICU, Rehab, Unspecified Acute, Coronary Care, NICU, Perinatal, Pediatric, Psych, Skilled Nursing)

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Prepared by Mayor’s Innovation Team

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 22 • Four-day Lag

### ICU BEDS

<table>
<thead>
<tr>
<th></th>
<th>1/16</th>
<th>1/17</th>
<th>1/18</th>
<th>1/19</th>
<th>1/20</th>
<th>1/21</th>
<th>1/22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-COVID Occupied</td>
<td>1,671</td>
<td>1,579</td>
<td>1,627</td>
<td>1,628</td>
<td>1,659</td>
<td>1,649</td>
<td>1,570</td>
</tr>
<tr>
<td>COVID Person Under Investigation</td>
<td>39</td>
<td>23</td>
<td>30</td>
<td>27</td>
<td>35</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>COVID Occupied</td>
<td>27</td>
<td>24</td>
<td>23</td>
<td>30</td>
<td>24</td>
<td>23</td>
<td>17</td>
</tr>
<tr>
<td>Available</td>
<td>367</td>
<td>358</td>
<td>353</td>
<td>368</td>
<td>390</td>
<td>390</td>
<td>478</td>
</tr>
</tbody>
</table>

**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

### ACUTE CARE BEDS

<table>
<thead>
<tr>
<th></th>
<th>1/16</th>
<th>1/17</th>
<th>1/18</th>
<th>1/19</th>
<th>1/20</th>
<th>1/21</th>
<th>1/22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-COVID Occupied</td>
<td>4,673</td>
<td>4,632</td>
<td>4,550</td>
<td>4,599</td>
<td>4,805</td>
<td>4,811</td>
<td>4,932</td>
</tr>
<tr>
<td>COVID Person Under Investigation</td>
<td>284</td>
<td>276</td>
<td>252</td>
<td>254</td>
<td>249</td>
<td>239</td>
<td>248</td>
</tr>
<tr>
<td>COVID Occupied</td>
<td>4,489</td>
<td>4,386</td>
<td>4,604</td>
<td>4,635</td>
<td>4,512</td>
<td>4,366</td>
<td>4,348</td>
</tr>
<tr>
<td>Available</td>
<td>1,242</td>
<td>1,242</td>
<td>1,288</td>
<td>1,315</td>
<td>1,279</td>
<td>1,312</td>
<td>1,250</td>
</tr>
</tbody>
</table>

**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

### VENTILATORS

<table>
<thead>
<tr>
<th></th>
<th>1/16</th>
<th>1/17</th>
<th>1/18</th>
<th>1/19</th>
<th>1/20</th>
<th>1/21</th>
<th>1/22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-COVID Occupied</td>
<td>785</td>
<td>716</td>
<td>816</td>
<td>802</td>
<td>756</td>
<td>798</td>
<td>775</td>
</tr>
<tr>
<td>COVID Person Under Investigation</td>
<td>889</td>
<td>856</td>
<td>831</td>
<td>864</td>
<td>944</td>
<td>917</td>
<td>832</td>
</tr>
<tr>
<td>COVID Occupied</td>
<td>1,289</td>
<td>1,242</td>
<td>1,288</td>
<td>1,315</td>
<td>1,279</td>
<td>1,312</td>
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<tr>
<td>Available</td>
<td>1,289</td>
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<td>1,289</td>
<td>1,289</td>
<td>1,289</td>
<td>1,289</td>
</tr>
</tbody>
</table>

*Additional surge capacity beyond these numbers may be possible based on individual hospital’s bed and staff surge plans*
Hotline Services: 311 Calls

<table>
<thead>
<tr>
<th></th>
<th>336</th>
<th>3,164</th>
<th>784.3K</th>
<th>50.8K</th>
<th>30,455</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID Related Calls</td>
<td>3215</td>
<td>7.44%</td>
<td>2979</td>
<td>7.08%</td>
<td>2671</td>
</tr>
<tr>
<td>Non-COVID Related Calls</td>
<td>2755</td>
<td>10.17%</td>
<td>211</td>
<td>7.04%</td>
<td>3164</td>
</tr>
<tr>
<td>All 311/Hotline Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Since 3/26</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Total COVID Calls - Since 3/26</td>
<td>50.8K</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Calls for Angeleno Card</td>
<td>30,455</td>
<td></td>
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</tr>
</tbody>
</table>

All metrics last updated January 25, 2021

KEY TAKEAWAYS

- **10.62%** of the total 311 calls were COVID-related.
- Wait time was **0.5 mins for each call.**

CALL THEMES

- Vaccine availability
- Testing or results
- 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:
• **8.4K** new claims from 1/3-1/9, including Pandemic Unemployment Assistance (PUA). This is the highest total since the week ending 9/26/20

• 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%)

• **1,377,379** 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

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New Unemployment Insurance (UI) Claims for the City of Los Angeles
As of January 9, 2021

ECONOMIC ANALYSIS

Prepared by Mayor’s Innovation Team

Source: California EDD