**EMPRESA PORTUARIA CHACABUCO**
Fuente: Empresa Portuaria Chacabuco
Elaboración formato original: Dirección de Empresas Portuarias, Comité Sistema de Empresas (SEP)

**CARGA TRANSFERIDA FRENTE NO CONCESIONADO (Definición D.S 104)**

Carga General Fraccionada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 34.932 | 25.915 | 31.035 | 30.631 | 29.794 | 37.294 | 45.138 | 36.941 |
| Febrero | 29.307 | 26.053 | 29.352 | 28.751 | 23.204 | 36.945 | 39.905 | 26.645 |
| Marzo | 31.648 | 23.867 | 27.743 | 29.909 | 21.385 | 32.607 | 39.714 | 25.043 |
| Abril | 27.879 | 23.181 | 23.860 | 31.800 | 22.592 | 34.660 | 30.165 | 24.536 |
| Mayo | 24.648 | 24.326 | 22.312 | 26.397 | 28.108 | 36.365 | 26.543 | 26.013 |
| Junio | 28.883 | 26.911 | 24.909 | 29.802 | 30.808 | 37.266 | 31.660 | |
| Julio | 31.585 | 30.991 | 31.873 | 31.936 | 33.590 | 39.688 | 38.312 | |
| Agosto | 30.490 | 31.418 | 31.299 | 34.852 | 26.840 | 41.294 | 38.297 | |
| Septiembre | 23.781 | 26.114 | 29.762 | 28.438 | 32.196 | 35.820 | 28.228 | |
| Octubre | 26.842 | 23.454 | 29.820 | 30.872 | 35.383 | 36.648 | 35.610 | |
| Noviembre | 30.010 | 26.537 | 33.277 | 41.900 | 36.322 | 40.342 | 39.637 | |
| Diciembre | 25.022 | 32.053 | 36.780 | 36.207 | 37.137 | 38.741 | 45.950 | |
| Total | 345.027 | 320.820 | 352.022 | 381.495 | 357.359 | 447.670 | 439.159 | 139.178 |

Contenedorizada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 7.407 | 4.670 | 5.772 | 9.508 | 15.003 | 12.111 | 9.284 | 6.965 |
| Febrero | 5.581 | 3.417 | 7.925 | 6.545 | 8.974 | 15.400 | 9.360 | 4.167 |
| Marzo | 3.259 | 4.744 | 3.527 | 5.857 | 9.001 | 6.634 | 4.808 | 3.842 |
| Abril | 3.889 | 2.450 | 3.439 | 6.351 | 10.112 | 12.065 | 3.520 | 3.263 |
| Mayo | 2.576 | 3.758 | 2.728 | 8.798 | 8.103 | 7.413 | 4.251 | 2.629 |
| Junio | 1.828 | 1.970 | 3.064 | 4.982 | 4.412 | 4.887 | 1.983 | |
| Julio | 3.094 | 2.862 | 3.629 | 7.714 | 8.301 | 6.958 | 8.384 | |
| Agosto | 4.947 | 2.631 | 6.601 | 8.359 | 11.281 | 10.522 | 10.571 | |
| Septiembre | 4.282 | 4.997 | 6.986 | 14.097 | 9.682 | 9.371 | 10.026 | |
| Octubre | 3.107 | 5.112 | 10.895 | 7.290 | 11.660 | 6.218 | 6.638 | |
| Noviembre | 4.394 | 4.600 | 7.969 | 14.915 | 13.586 | 7.665 | 6.528 | |
| Diciembre | 8.333 | 10.129 | 14.677 | 17.538 | 12.885 | 11.674 | 11.790 | |
| Total | 52.697 | 51.340 | 77.212 | 111.954 | 123.000 | 110.918 | 87.143 | 20.866 |

Graneles

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.533 | 0 | 12.840 | 0 | 0 | 0 | 7.002 | 15.045 |
| Febrero | 4.628 | 14.728 | 0 | 9.479 | 10.003 | 10.001 | 0 | 0 |
| Marzo | 10.001 | 0 | 17.217 | 5.008 | 0 | 10.417 | 6.002 | 9.013 |
| Abril | 14.935 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mayo | 2.404 | 12.682 | 0 | 11.926 | 15.117 | 10.025 | 6.001 | 0 |
| Junio | 0 | 0 | 14.816 | 0 | 0 | 0 | 0 | |
| Julio | 12.572 | 12.387 | 0 | 0 | 18.580 | 13.586 | 6.034 | |
| Agosto | 5.046 | 0 | 11.564 | 14.086 | 0 | 0 | 0 | |
| Septiembre | 0 | 10.000 | 0 | 0 | 10.032 | 5.022 | 5.006 | |
| Octubre | 12.186 | 16.692 | 14.156 | 10.501 | 7.101 | 13.901 | 0 | |
| Noviembre | 11.670 | 550 | 0 | 15.763 | 4.174 | 10.454 | 5.001 | |
| Diciembre | 10.002 | 939 | 11.268 | 0 | 8.851 | 0 | 0 | |
| Total | 85.977 | 67.978 | 81.861 | 66.763 | 73.858 | 73.406 | 35.046 | 24.058 |

Total

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 44.872 | 30.585 | 49.647 | 40.139 | 44.797 | 49.405 | 61.424 | 58.951 |
| Febrero | 39.516 | 44.198 | 37.277 | 44.775 | 42.181 | 62.346 | 49.265 | 30.812 |
| Marzo | 44.908 | 28.611 | 48.487 | 40.774 | 30.386 | 49.658 | 50.524 | 37.898 |
| Abril | 46.703 | 25.631 | 27.299 | 38.151 | 32.704 | 46.725 | 33.685 | 27.799 |
| Mayo | 29.628 | 40.766 | 25.040 | 47.121 | 51.328 | 53.803 | 36.795 | 28.642 |
| Junio | 30.711 | 28.881 | 42.789 | 34.784 | 35.220 | 42.153 | 33.643 | |
| Julio | 47.251 | 46.240 | 35.502 | 39.650 | 60.471 | 60.232 | 52.730 | |
| Agosto | 40.483 | 34.049 | 49.464 | 57.297 | 38.121 | 51.816 | 48.868 | |
| Septiembre | 28.063 | 41.111 | 36.748 | 42.535 | 51.910 | 50.213 | 43.260 | |
| Octubre | 42.135 | 45.258 | 54.871 | 48.663 | 54.144 | 56.767 | 42.248 | |
| Noviembre | 46.074 | 31.687 | 41.246 | 72.578 | 54.082 | 58.461 | 51.166 | |
| Diciembre | 43.357 | 43.121 | 62.725 | 53.745 | 58.873 | 50.415 | 57.740 | |
| Total | 483.701 | 440.138 | 511.095 | 560.212 | 554.217 | 631.994 | 561.348 | 184.102 |

**CARGA TRANSFERIDA FRENTE CONCESIONADO**

| Mes | Carga General Fraccionada 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Contenedorizada 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Graneles 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Total 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enero | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Febrero | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marzo | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Abril | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mayo | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Junio | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Julio | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agosto | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Septiembre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Octubre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Noviembre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Diciembre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

**PARAMETROS ATENCION A CLIENTE FRENTE NO CONCESIONADO — Valores Mensuales**

Horas de Ocupación de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.214 | 1.433 | 1.706 | 1.327 | 2.702 | 2.238 | 2.790 | 1.642 |
| Febrero | 1.539 | 1.455 | 1.337 | 1.407 | 2.075 | 2.042 | 2.251 | 1.064 |
| Marzo | 1.620 | 1.109 | 1.613 | 1.640 | 1.755 | 2.443 | 1.996 | 1.147 |
| Abril | 1.423 | 920 | 1.509 | 1.488 | 1.960 | 1.688 | 1.663 | 998 |
| Mayo | 1.191 | 1.088 | 1.031 | 1.471 | 2.740 | 1.974 | 1.909 | 958 |
| Junio | 1.422 | 1.404 | 1.428 | 1.489 | 1.956 | 1.775 | 1.277 | |
| Julio | 1.755 | 1.916 | 2.005 | 1.848 | 2.121 | 2.162 | 1.898 | |
| Agosto | 1.884 | 1.319 | 1.966 | 2.177 | 1.789 | 2.140 | 1.757 | |
| Septiembre | 1.002 | 1.283 | 1.756 | 1.560 | 2.000 | 1.763 | 1.431 | |
| Octubre | 1.115 | 1.320 | 1.835 | 2.058 | 2.543 | 1.838 | 1.742 | |
| Noviembre | 1.510 | 1.688 | 2.042 | 2.518 | 2.203 | 2.091 | 1.748 | |
| Diciembre | 1.389 | 1.708 | 1.876 | 2.477 | 2.566 | 2.351 | 1.999 | |
| Total | 18.064 | 16.643 | 20.104 | 21.460 | 26.410 | 24.505 | 22.461 | 5.809 |

Número de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 294 | 633 | 657 | 574 | 958 | 905 | 1.047 | 450 |
| Febrero | 223 | 651 | 605 | 466 | 569 | 780 | 941 | 499 |
| Marzo | 196 | 534 | 552 | 559 | 725 | 912 | 998 | 499 |
| Abril | 152 | 499 | 515 | 576 | 508 | 870 | 790 | 360 |
| Mayo | 167 | 496 | 450 | 574 | 685 | 944 | 680 | 257 |
| Junio | 174 | 424 | 477 | 521 | 812 | 542 | 702 | |
| Julio | 136 | 502 | 540 | 566 | 750 | 576 | 637 | |
| Agosto | 303 | 411 | 580 | 615 | 840 | 505 | 639 | |
| Septiembre | 159 | 454 | 635 | 626 | 733 | 687 | 597 | |
| Octubre | 179 | 425 | 511 | 839 | 697 | 762 | 654 | |
| Noviembre | 169 | 507 | 647 | 776 | 805 | 828 | 688 | |
| Diciembre | 162 | 613 | 571 | 817 | 931 | 828 | 751 | |
| Total | 2.314 | 6.149 | 6.740 | 7.509 | 9.013 | 9.139 | 9.124 | 2.065 |

Tiempo de Espera

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Febrero | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Marzo | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Abril | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mayo | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Junio | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Julio | 0 | 18 | 0 | 0 | 17 | 0 | 0 | |
| Agosto | 45 | 0 | 0 | 0 | 0 | 0 | 8 | |
| Septiembre | 7 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Octubre | 0 | 29 | 0 | 0 | 0 | 0 | 0 | |
| Noviembre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Diciembre | 0 | 5 | 0 | 0 | 0 | 0 | 1 | |
| Total | 60 | 52 | 0 | 0 | 17 | 10 | 10 | 0 |

**PARAMETROS ATENCION A CLIENTE FRENTE CONCESIONADO — Valores Mensuales**

| Mes | Horas de Ocupación de Naves 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Número de Naves 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Tiempo de Espera 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enero | | | | | | | | | | | | | | | | | | | | | | | | |
| Febrero | | | | | | | | | | | | | | | | | | | | | | | | |
| Marzo | | | | | | | | | | | | | | | | | | | | | | | | |
| Abril | | | | | | | | | | | | | | | | | | | | | | | | |
| Mayo | | | | | | | | | | | | | | | | | | | | | | | | |
| Junio | | | | | | | | | | | | | | | | | | | | | | | | |
| Julio | | | | | | | | | | | | | | | | | | | | | | | | |
| Agosto | | | | | | | | | | | | | | | | | | | | | | | | |
| Septiembre | | | | | | | | | | | | | | | | | | | | | | | | |
| Octubre | | | | | | | | | | | | | | | | | | | | | | | | |
| Noviembre | | | | | | | | | | | | | | | | | | | | | | | | |
| Diciembre | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Velocidad de Transferencia | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Multioperado | 26,8 | 26,4 | 25,4 | 26,1 | 21,0 | 25,8 | 25,0 | 31,7 |
| Concesionario | #¡DIV/0! | #¡DIV/0! | #¡DIV/0! | #¡DIV/0! | #¡DIV/0! | #¡DIV/0! | #¡DIV/0! | #¡DIV/0! |

**CARGA TRANSFERIDA ACUMULADA FRENTE NO CONCESIONADO (Definición D.S 104)**

Carga General Fraccionada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 26.299 | 15.693 | 10.564 | 3.840 | 8.731 | 5.384 | 9.702 | 36.941 |
| Febrero | 44.247 | 28.684 | 19.732 | 14.983 | 12.362 | 13.573 | 18.847 | 63.586 |
| Marzo | 68.949 | 36.027 | 26.885 | 24.341 | 23.411 | 24.684 | 36.892 | 88.629 |
| Abril | 89.028 | 44.828 | 35.415 | 31.748 | 28.704 | 28.893 | 56.043 | 113.165 |
| Mayo | 106.228 | 49.614 | 48.180 | 38.975 | 33.767 | 44.418 | 78.791 | 139.178 |
| Junio | 120.264 | 55.509 | 52.971 | 44.367 | 42.892 | 57.256 | 98.600 | |
| Julio | 124.456 | 67.763 | 63.130 | 52.992 | 50.982 | 75.174 | 117.140 | |
| Agosto | 135.346 | 84.844 | 72.431 | 59.042 | 68.569 | 85.987 | 138.037 | |
| Septiembre | 145.619 | 96.538 | 82.843 | 65.107 | 91.356 | 100.040 | 153.617 | |
| Octubre | 159.979 | 111.323 | 87.855 | 77.095 | 100.269 | 112.998 | 178.080 | |
| Noviembre | 180.929 | 118.090 | 94.874 | 88.710 | 108.844 | 125.879 | 191.015 | |
| Diciembre | 184.670 | 123.122 | 104.358 | 97.369 | 115.580 | 149.461 | 213.408 | |

Contenedorizada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 7.407 | 4.670 | 5.772 | 9.508 | 15.003 | 12.111 | 9.284 | 6.965 |
| Febrero | 12.988 | 8.087 | 13.697 | 16.053 | 23.977 | 27.511 | 18.644 | 11.132 |
| Marzo | 16.247 | 12.831 | 17.224 | 21.910 | 32.978 | 34.145 | 23.452 | 14.974 |
| Abril | 20.136 | 15.281 | 20.663 | 28.261 | 43.090 | 46.210 | 26.972 | 18.237 |
| Mayo | 22.712 | 19.039 | 23.391 | 37.059 | 51.193 | 53.623 | 31.223 | 20.866 |
| Junio | 24.540 | 21.009 | 26.455 | 42.041 | 55.605 | 58.510 | 33.206 | |
| Julio | 27.634 | 23.871 | 30.084 | 49.755 | 63.906 | 65.468 | 41.590 | |
| Agosto | 32.581 | 26.502 | 36.685 | 58.114 | 75.187 | 75.990 | 52.161 | |
| Septiembre | 36.863 | 31.499 | 43.671 | 72.211 | 84.869 | 85.361 | 62.187 | |
| Octubre | 39.970 | 36.611 | 54.566 | 79.501 | 96.529 | 91.579 | 68.825 | |
| Noviembre | 44.364 | 41.211 | 62.535 | 94.416 | 110.115 | 99.244 | 75.353 | |
| Diciembre | 52.697 | 51.340 | 77.212 | 111.954 | 123.000 | 110.918 | 87.143 | |

Graneles

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.533 | 0 | 12.840 | 0 | 0 | 0 | 7.002 | 15.045 |
| Febrero | 7.161 | 14.728 | 12.840 | 9.479 | 10.003 | 10.001 | 7.002 | 15.045 |
| Marzo | 17.162 | 14.728 | 30.057 | 14.487 | 10.003 | 20.418 | 13.004 | 24.058 |
| Abril | 32.097 | 14.728 | 30.057 | 14.487 | 10.003 | 20.418 | 13.004 | 24.058 |
| Mayo | 34.501 | 27.410 | 30.057 | 26.413 | 25.120 | 30.443 | 19.005 | 24.058 |
| Junio | 34.501 | 27.410 | 44.873 | 26.413 | 25.120 | 30.443 | 19.005 | |
| Julio | 47.073 | 39.797 | 44.873 | 26.413 | 43.700 | 44.029 | 25.039 | |
| Agosto | 52.119 | 39.797 | 56.437 | 40.499 | 43.700 | 44.029 | 25.039 | |
| Septiembre | 52.119 | 49.797 | 56.437 | 40.499 | 53.732 | 49.051 | 30.045 | |
| Octubre | 64.305 | 66.489 | 70.593 | 51.000 | 60.833 | 62.952 | 30.045 | |
| Noviembre | 75.975 | 67.039 | 70.593 | 66.763 | 65.007 | 73.406 | 35.046 | |
| Diciembre | 85.977 | 67.978 | 81.861 | 66.763 | 73.858 | 73.406 | 35.046 | |

Total

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 36.239 | 20.363 | 29.176 | 13.348 | 44.797 | 49.405 | 61.424 | 58.951 |
| Febrero | 64.396 | 51.499 | 46.269 | 40.515 | 86.978 | 111.751 | 110.689 | 89.763 |
| Marzo | 102.358 | 63.586 | 74.166 | 60.738 | 117.364 | 161.409 | 161.213 | 127.661 |
| Abril | 141.261 | 74.837 | 86.135 | 74.496 | 150.068 | 208.134 | 194.898 | 155.460 |
| Mayo | 163.441 | 96.063 | 101.628 | 102.447 | 201.396 | 261.937 | 231.693 | 184.102 |
| Junio | 179.305 | 103.928 | 124.299 | 112.821 | 236.616 | 304.090 | 265.336 | |
| Julio | 199.163 | 131.431 | 138.087 | 129.160 | 297.087 | 364.322 | 318.066 | |
| Agosto | 220.046 | 151.143 | 165.553 | 157.655 | 335.208 | 416.138 | 366.934 | |
| Septiembre | 234.601 | 177.834 | 182.951 | 177.817 | 387.118 | 466.351 | 410.194 | |
| Octubre | 264.254 | 214.423 | 213.014 | 207.596 | 441.262 | 523.118 | 452.442 | |
| Noviembre | 301.268 | 226.340 | 228.002 | 249.889 | 495.344 | 581.579 | 503.608 | |
| Diciembre | 323.344 | 242.440 | 263.431 | 276.086 | 554.217 | 631.994 | 561.348 | |

**CARGA TRANSFERIDA FRENTE CONCESIONADO — Acumulado**

| Mes | Carga General Fraccionada 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Contenedorizada 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Graneles 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Total 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enero | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Febrero | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marzo | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Abril | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mayo | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Junio | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Julio | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agosto | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Septiembre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Octubre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Noviembre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Diciembre | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

**PARAMETROS ATENCION A CLIENTE FRENTE NO CONCESIONADO — Valores Acumulados**

Horas de Ocupación de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.214 | 1.433 | 1.706 | 1.327 | 2.702 | 2.238 | 2.790 | 1.642 |
| Febrero | 3.753 | 2.888 | 3.043 | 2.734 | 4.777 | 4.280 | 5.041 | 2.706 |
| Marzo | 5.373 | 3.997 | 4.656 | 4.374 | 6.532 | 6.723 | 7.037 | 3.853 |
| Abril | 6.796 | 4.917 | 6.165 | 5.862 | 8.492 | 8.411 | 8.700 | 4.851 |
| Mayo | 7.987 | 6.005 | 7.196 | 7.333 | 11.232 | 10.385 | 10.609 | 5.809 |
| Junio | 9.409 | 7.409 | 8.624 | 8.822 | 13.188 | 12.160 | 11.886 | |
| Julio | 11.164 | 9.325 | 10.629 | 10.670 | 15.309 | 14.322 | 13.784 | |
| Agosto | 13.048 | 10.644 | 12.595 | 12.847 | 17.098 | 16.462 | 15.541 | |
| Septiembre | 14.050 | 11.927 | 14.351 | 14.407 | 19.098 | 18.225 | 16.972 | |
| Octubre | 15.165 | 13.247 | 16.186 | 16.465 | 21.641 | 20.063 | 18.714 | |
| Noviembre | 16.675 | 14.935 | 18.228 | 18.983 | 23.844 | 22.154 | 20.462 | |
| Diciembre | 18.064 | 16.643 | 20.104 | 21.460 | 26.410 | 24.505 | 22.461 | |

Número de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 294 | 633 | 657 | 574 | 958 | 905 | 1.047 | 450 |
| Febrero | 517 | 1.284 | 1.262 | 1.040 | 1.527 | 1.685 | 1.988 | 949 |
| Marzo | 713 | 1.818 | 1.814 | 1.599 | 2.252 | 2.597 | 2.986 | 1.448 |
| Abril | 865 | 2.317 | 2.329 | 2.175 | 2.760 | 3.467 | 3.776 | 1.808 |
| Mayo | 1.032 | 2.813 | 2.779 | 2.749 | 3.445 | 4.411 | 4.456 | 2.065 |
| Junio | 1.206 | 3.237 | 3.256 | 3.270 | 4.257 | 4.953 | 5.158 | |
| Julio | 1.342 | 3.739 | 3.796 | 3.836 | 5.007 | 5.529 | 5.795 | |
| Agosto | 1.645 | 4.150 | 4.376 | 4.451 | 5.847 | 6.034 | 6.434 | |
| Septiembre | 1.804 | 4.604 | 5.011 | 5.077 | 6.580 | 6.721 | 7.031 | |
| Octubre | 1.983 | 5.029 | 5.522 | 5.916 | 7.277 | 7.483 | 7.685 | |
| Noviembre | 2.152 | 5.536 | 6.169 | 6.692 | 8.082 | 8.311 | 8.373 | |
| Diciembre | 2.314 | 6.149 | 6.740 | 7.509 | 9.013 | 9.139 | 9.124 | |

Tiempo de Espera

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Febrero | 2 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Marzo | 2 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Abril | 8 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Mayo | 8 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Junio | 8 | 0 | 0 | 0 | 0 | 10 | 1 | |
| Julio | 8 | 18 | 0 | 0 | 17 | 10 | 1 | |
| Agosto | 53 | 18 | 0 | 0 | 17 | 10 | 9 | |
| Septiembre | 60 | 18 | 0 | 0 | 17 | 10 | 9 | |
| Octubre | 60 | 47 | 0 | 0 | 17 | 10 | 9 | |
| Noviembre | 60 | 47 | 0 | 0 | 17 | 10 | 9 | |
| Diciembre | 60 | 52 | 0 | 0 | 17 | 10 | 10 | |

**PARAMETROS ATENCION A CLIENTE FRENTE CONCESIONADO — Valores Acumulados**

| Mes | Horas de Ocupación de Naves 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Número de Naves 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | Tiempo de Espera 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enero | | | | | | | | | | | | | | | | | | | | | | | | |
| Febrero | | | | | | | | | | | | | | | | | | | | | | | | |
| Marzo | | | | | | | | | | | | | | | | | | | | | | | | |
| Abril | | | | | | | | | | | | | | | | | | | | | | | | |
| Mayo | | | | | | | | | | | | | | | | | | | | | | | | |
| Junio | | | | | | | | | | | | | | | | | | | | | | | | |
| Julio | | | | | | | | | | | | | | | | | | | | | | | | |
| Agosto | | | | | | | | | | | | | | | | | | | | | | | | |
| Septiembre | | | | | | | | | | | | | | | | | | | | | | | | |
| Octubre | | | | | | | | | | | | | | | | | | | | | | | | |
| Noviembre | | | | | | | | | | | | | | | | | | | | | | | | |
| Diciembre | | | | | | | | | | | | | | | | | | | | | | | | |

**CARGA TRANSFERIDA TOTAL PUERTO — Valores Mensuales**

Carga General Fraccionada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 34.932 | 25.915 | 31.035 | 30.631 | 29.794 | 37.294 | 45.138 | 36.941 |
| Febrero | 29.307 | 26.053 | 29.352 | 28.751 | 23.204 | 36.945 | 39.905 | 26.645 |
| Marzo | 31.648 | 23.867 | 27.743 | 29.909 | 21.385 | 32.607 | 39.714 | 25.043 |
| Abril | 27.879 | 23.181 | 23.860 | 31.800 | 22.592 | 34.660 | 30.165 | 24.536 |
| Mayo | 24.648 | 24.326 | 22.312 | 26.397 | 28.108 | 36.365 | 26.543 | 26.013 |
| Junio | 28.883 | 26.911 | 24.909 | 29.802 | 30.808 | 37.266 | 31.660 | |
| Julio | 31.585 | 30.991 | 31.873 | 31.936 | 33.590 | 39.688 | 38.312 | |
| Agosto | 30.490 | 31.418 | 31.299 | 34.852 | 26.840 | 41.294 | 38.297 | |
| Septiembre | 23.781 | 26.114 | 29.762 | 28.438 | 32.196 | 35.820 | 28.228 | |
| Octubre | 26.842 | 23.454 | 29.820 | 30.872 | 35.383 | 36.648 | 35.610 | |
| Noviembre | 30.010 | 26.537 | 33.277 | 41.900 | 36.322 | 40.342 | 39.637 | |
| Diciembre | 25.022 | 32.053 | 36.780 | 36.207 | 37.137 | 38.741 | 45.950 | |
| Total | 345.027 | 320.820 | 352.022 | 381.495 | 357.359 | 447.670 | 439.159 | |

Contenedorizada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 7.407 | 4.670 | 5.772 | 9.508 | 15.003 | 12.111 | 9.284 | 6.965 |
| Febrero | 5.581 | 3.417 | 7.925 | 6.545 | 8.974 | 15.400 | 9.360 | 4.167 |
| Marzo | 3.259 | 4.744 | 3.527 | 5.857 | 9.001 | 6.634 | 4.808 | 3.842 |
| Abril | 3.889 | 2.450 | 3.439 | 6.351 | 10.112 | 12.065 | 3.520 | 3.263 |
| Mayo | 2.576 | 3.758 | 2.728 | 8.798 | 8.103 | 7.413 | 4.251 | 2.629 |
| Junio | 1.828 | 1.970 | 3.064 | 4.982 | 4.412 | 4.887 | 1.983 | |
| Julio | 3.094 | 2.862 | 3.629 | 7.714 | 8.301 | 6.958 | 8.384 | |
| Agosto | 4.947 | 2.631 | 6.601 | 8.359 | 11.281 | 10.522 | 10.571 | |
| Septiembre | 4.282 | 4.997 | 6.986 | 14.097 | 9.682 | 9.371 | 10.026 | |
| Octubre | 3.107 | 5.112 | 10.895 | 7.290 | 11.660 | 6.218 | 6.638 | |
| Noviembre | 4.394 | 4.600 | 7.969 | 14.915 | 13.586 | 7.665 | 6.528 | |
| Diciembre | 8.333 | 10.129 | 14.677 | 17.538 | 12.885 | 11.674 | 11.790 | |
| Total | 52.697 | 51.340 | 77.212 | 111.954 | 123.000 | 110.918 | 87.143 | |

Graneles

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.533 | 0 | 12.840 | 0 | 0 | 0 | 7.002 | 15.045 |
| Febrero | 4.628 | 14.728 | 0 | 9.479 | 10.003 | 10.001 | 0 | 0 |
| Marzo | 10.001 | 0 | 17.217 | 5.008 | 0 | 10.417 | 6.002 | 9.013 |
| Abril | 14.935 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mayo | 2.404 | 12.682 | 0 | 11.926 | 15.117 | 10.025 | 6.001 | 0 |
| Junio | 0 | 0 | 14.816 | 0 | 0 | 0 | 0 | |
| Julio | 12.572 | 12.387 | 0 | 0 | 18.580 | 13.586 | 6.034 | |
| Agosto | 5.046 | 0 | 11.564 | 14.086 | 0 | 0 | 0 | |
| Septiembre | 0 | 10.000 | 0 | 0 | 10.032 | 5.022 | 5.006 | |
| Octubre | 12.186 | 16.692 | 14.156 | 10.501 | 7.101 | 13.901 | 0 | |
| Noviembre | 11.670 | 550 | 0 | 15.763 | 4.174 | 10.454 | 5.001 | |
| Diciembre | 10.002 | 939 | 11.268 | 0 | 8.851 | 0 | 0 | |
| Total | 85.977 | 67.978 | 81.861 | 66.763 | 73.858 | 73.406 | 35.046 | |

Total

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 44.872 | 30.585 | 49.647 | 40.139 | 44.797 | 49.405 | 61.424 | 58.951 |
| Febrero | 39.516 | 44.198 | 37.277 | 44.775 | 42.181 | 62.346 | 49.265 | 30.812 |
| Marzo | 44.908 | 28.611 | 48.487 | 40.774 | 30.386 | 49.658 | 50.524 | 37.898 |
| Abril | 46.703 | 25.631 | 27.299 | 38.151 | 32.704 | 46.725 | 33.685 | 27.799 |
| Mayo | 29.628 | 40.766 | 25.040 | 47.121 | 51.328 | 53.803 | 36.795 | 28.642 |
| Junio | 30.711 | 28.881 | 42.789 | 34.784 | 35.220 | 42.153 | 33.643 | |
| Julio | 47.251 | 46.240 | 35.502 | 39.650 | 60.471 | 60.232 | 52.730 | |
| Agosto | 40.483 | 34.049 | 49.464 | 57.297 | 38.121 | 51.816 | 48.868 | |
| Septiembre | 28.063 | 41.111 | 36.748 | 42.535 | 51.910 | 50.213 | 43.260 | |
| Octubre | 42.135 | 45.258 | 54.871 | 48.663 | 54.144 | 56.767 | 42.248 | |
| Noviembre | 46.074 | 31.687 | 41.246 | 72.578 | 54.082 | 58.461 | 51.166 | |
| Diciembre | 43.357 | 43.121 | 62.725 | 53.745 | 58.873 | 50.415 | 57.740 | |
| Total | 483.701 | 440.138 | 511.095 | 560.212 | 554.217 | 631.994 | 561.348 | |

**PARAMETROS ATENCION A CLIENTE FRENTE TOTAL PUERTO — Valores Mensuales**

Horas de Ocupación de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.214 | 1.433 | 1.706 | 1.327 | 2.702 | 2.238 | 2.790 | 1.642 |
| Febrero | 1.539 | 1.455 | 1.337 | 1.407 | 2.075 | 2.042 | 2.251 | 1.064 |
| Marzo | 1.620 | 1.109 | 1.613 | 1.640 | 1.755 | 2.443 | 1.996 | 1.147 |
| Abril | 1.423 | 920 | 1.509 | 1.488 | 1.960 | 1.688 | 1.663 | 998 |
| Mayo | 1.191 | 1.088 | 1.031 | 1.471 | 2.740 | 1.974 | 1.909 | 958 |
| Junio | 1.422 | 1.404 | 1.428 | 1.489 | 1.956 | 1.775 | 1.277 | |
| Julio | 1.755 | 1.916 | 2.005 | 1.848 | 2.121 | 2.162 | 1.898 | |
| Agosto | 1.884 | 1.319 | 1.966 | 2.177 | 1.789 | 2.140 | 1.757 | |
| Septiembre | 1.002 | 1.283 | 1.756 | 1.560 | 2.000 | 1.763 | 1.431 | |
| Octubre | 1.115 | 1.320 | 1.835 | 2.058 | 2.543 | 1.838 | 1.742 | |
| Noviembre | 1.510 | 1.688 | 2.042 | 2.518 | 2.203 | 2.091 | 1.748 | |
| Diciembre | 1.389 | 1.708 | 1.876 | 2.477 | 2.566 | 2.351 | 1.999 | |
| Total | 18.064 | 16.643 | 20.104 | 21.460 | 26.410 | 24.505 | 22.461 | |

Número de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 294 | 633 | 657 | 574 | 958 | 905 | 1.047 | 450 |
| Febrero | 223 | 651 | 605 | 466 | 569 | 780 | 941 | 499 |
| Marzo | 196 | 534 | 552 | 559 | 725 | 912 | 998 | 499 |
| Abril | 152 | 499 | 515 | 576 | 508 | 870 | 790 | 360 |
| Mayo | 167 | 496 | 450 | 574 | 685 | 944 | 680 | 257 |
| Junio | 174 | 424 | 477 | 521 | 812 | 542 | 702 | |
| Julio | 136 | 502 | 540 | 566 | 750 | 576 | 637 | |
| Agosto | 303 | 411 | 580 | 615 | 840 | 505 | 639 | |
| Septiembre | 159 | 454 | 635 | 626 | 733 | 687 | 597 | |
| Octubre | 179 | 425 | 511 | 839 | 697 | 762 | 654 | |
| Noviembre | 169 | 507 | 647 | 776 | 805 | 828 | 688 | |
| Diciembre | 162 | 613 | 571 | 817 | 931 | 828 | 751 | |
| Total | 2.314 | 6.149 | 6.740 | 7.509 | 9.013 | 9.139 | 9.124 | |

Tiempo de Espera

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Febrero | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Marzo | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Abril | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mayo | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Junio | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Julio | 0 | 18 | 0 | 0 | 17 | 0 | 0 | |
| Agosto | 45 | 0 | 0 | 0 | 0 | 0 | 8 | |
| Septiembre | 7 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Octubre | 0 | 29 | 0 | 0 | 0 | 0 | 0 | |
| Noviembre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Diciembre | 0 | 5 | 0 | 0 | 0 | 0 | 1 | |
| Total | 60 | 52 | 0 | 0 | 17 | 10 | 10 | |

**CARGA TRANSFERIDA TOTAL PUERTO — Valores Acumulados**

Carga General Fraccionada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 34.932 | 25.915 | 31.035 | 30.631 | 29.794 | 37.294 | 45.138 | 36.941 |
| Febrero | 64.239 | 51.968 | 60.387 | 59.382 | 52.998 | 74.239 | 85.043 | 63.586 |
| Marzo | 95.887 | 75.835 | 88.130 | 89.291 | 74.383 | 106.846 | 124.757 | 88.629 |
| Abril | 123.766 | 99.016 | 111.990 | 121.091 | 96.975 | 141.506 | 154.922 | 113.165 |
| Mayo | 148.414 | 123.342 | 134.302 | 147.488 | 125.083 | 177.871 | 181.465 | 139.178 |
| Junio | 177.297 | 150.253 | 159.211 | 177.290 | 155.891 | 215.137 | 213.125 | |
| Julio | 208.882 | 181.244 | 191.084 | 209.226 | 189.481 | 254.825 | 251.437 | |
| Agosto | 239.372 | 212.662 | 222.383 | 244.078 | 216.321 | 296.119 | 289.734 | |
| Septiembre | 263.153 | 238.776 | 252.145 | 272.516 | 248.517 | 331.939 | 317.962 | |
| Octubre | 289.995 | 262.230 | 281.965 | 303.388 | 283.900 | 368.587 | 353.572 | |
| Noviembre | 320.005 | 288.767 | 315.242 | 345.288 | 320.222 | 408.929 | 393.209 | |
| Diciembre | 345.027 | 320.820 | 352.022 | 381.495 | 357.359 | 447.670 | 439.159 | |

Contenedorizada

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 7.407 | 4.670 | 5.772 | 9.508 | 15.003 | 12.111 | 9.284 | 6.965 |
| Febrero | 12.988 | 8.087 | 13.697 | 16.053 | 23.977 | 27.511 | 18.644 | 11.132 |
| Marzo | 16.247 | 12.831 | 17.224 | 21.910 | 32.978 | 34.145 | 23.452 | 14.974 |
| Abril | 20.136 | 15.281 | 20.663 | 28.261 | 43.090 | 46.210 | 26.972 | 18.237 |
| Mayo | 22.712 | 19.039 | 23.391 | 37.059 | 51.193 | 53.623 | 31.223 | 20.866 |
| Junio | 24.540 | 21.009 | 26.455 | 42.041 | 55.605 | 58.510 | 33.206 | |
| Julio | 27.634 | 23.871 | 30.084 | 49.755 | 63.906 | 65.468 | 41.590 | |
| Agosto | 32.581 | 26.502 | 36.685 | 58.114 | 75.187 | 75.990 | 52.161 | |
| Septiembre | 36.863 | 31.499 | 43.671 | 72.211 | 84.869 | 85.361 | 62.187 | |
| Octubre | 39.970 | 36.611 | 54.566 | 79.501 | 96.529 | 91.579 | 68.825 | |
| Noviembre | 44.364 | 41.211 | 62.535 | 94.416 | 110.115 | 99.244 | 75.353 | |
| Diciembre | 52.697 | 51.340 | 77.212 | 111.954 | 123.000 | 110.918 | 87.143 | |

Graneles

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.533 | 0 | 12.840 | 0 | 0 | 0 | 7.002 | 15.045 |
| Febrero | 7.161 | 14.728 | 12.840 | 9.479 | 10.003 | 10.001 | 7.002 | 15.045 |
| Marzo | 17.162 | 14.728 | 30.057 | 14.487 | 10.003 | 20.418 | 13.004 | 24.058 |
| Abril | 32.097 | 14.728 | 30.057 | 14.487 | 10.003 | 20.418 | 13.004 | 24.058 |
| Mayo | 34.501 | 27.410 | 30.057 | 26.413 | 25.120 | 30.443 | 19.005 | 24.058 |
| Junio | 34.501 | 27.410 | 44.873 | 26.413 | 25.120 | 30.443 | 19.005 | |
| Julio | 47.073 | 39.797 | 44.873 | 26.413 | 43.700 | 44.029 | 25.039 | |
| Agosto | 52.119 | 39.797 | 56.437 | 40.499 | 43.700 | 44.029 | 25.039 | |
| Septiembre | 52.119 | 49.797 | 56.437 | 40.499 | 53.732 | 49.051 | 30.045 | |
| Octubre | 64.305 | 66.489 | 70.593 | 51.000 | 60.833 | 62.952 | 30.045 | |
| Noviembre | 75.975 | 67.039 | 70.593 | 66.763 | 65.007 | 73.406 | 35.046 | |
| Diciembre | 85.977 | 67.978 | 81.861 | 66.763 | 73.858 | 73.406 | 35.046 | |

Total

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 44.872 | 30.585 | 49.647 | 40.139 | 44.797 | 49.405 | 61.424 | 58.951 |
| Febrero | 84.388 | 74.783 | 86.924 | 84.914 | 86.978 | 111.751 | 110.689 | 89.763 |
| Marzo | 129.296 | 103.394 | 135.411 | 125.688 | 117.364 | 161.409 | 161.213 | 127.661 |
| Abril | 175.999 | 129.025 | 162.710 | 163.839 | 150.068 | 208.134 | 194.898 | 155.460 |
| Mayo | 205.627 | 169.791 | 187.750 | 210.960 | 201.396 | 261.937 | 231.693 | 184.102 |
| Junio | 236.338 | 198.672 | 230.539 | 245.744 | 236.616 | 304.090 | 265.336 | |
| Julio | 283.589 | 244.912 | 266.041 | 285.394 | 297.087 | 364.322 | 318.066 | |
| Agosto | 324.072 | 278.961 | 315.505 | 342.691 | 335.208 | 416.138 | 366.934 | |
| Septiembre | 352.135 | 320.072 | 352.253 | 385.226 | 387.118 | 466.351 | 410.194 | |
| Octubre | 394.270 | 365.330 | 407.124 | 433.889 | 441.262 | 523.118 | 452.442 | |
| Noviembre | 440.344 | 397.017 | 448.370 | 506.467 | 495.344 | 581.579 | 503.608 | |
| Diciembre | 483.701 | 440.138 | 511.095 | 560.212 | 554.217 | 631.994 | 561.348 | |

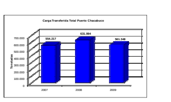
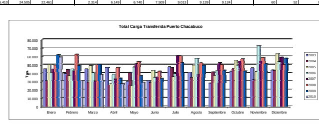
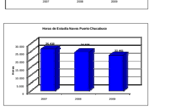
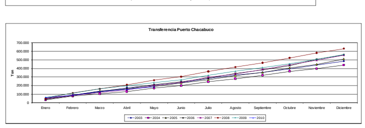
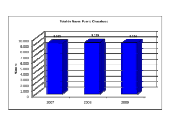
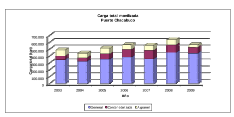
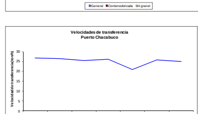
**PARAMETROS ATENCION A CLIENTE FRENTE TOTAL PUERTO — Valores Acumulados**

Horas de Ocupación de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2.214 | 1.433 | 1.706 | 1.327 | 2.702 | 2.238 | 2.790 | 1.642 |
| Febrero | 3.753 | 2.888 | 3.043 | 2.734 | 4.777 | 4.280 | 5.041 | 2.706 |
| Marzo | 5.373 | 3.997 | 4.656 | 4.374 | 6.532 | 6.723 | 7.037 | 3.853 |
| Abril | 6.796 | 4.917 | 6.165 | 5.862 | 8.492 | 8.411 | 8.700 | 4.851 |
| Mayo | 7.987 | 6.005 | 7.196 | 7.333 | 11.232 | 10.385 | 10.609 | 5.809 |
| Junio | 9.409 | 7.409 | 8.624 | 8.822 | 13.188 | 12.160 | 11.886 | |
| Julio | 11.164 | 9.325 | 10.629 | 10.670 | 15.309 | 14.322 | 13.784 | |
| Agosto | 13.048 | 10.644 | 12.595 | 12.847 | 17.098 | 16.462 | 15.541 | |
| Septiembre | 14.050 | 11.927 | 14.351 | 14.407 | 19.098 | 18.225 | 16.972 | |
| Octubre | 15.165 | 13.247 | 16.186 | 16.465 | 21.641 | 20.063 | 18.714 | |
| Noviembre | 16.675 | 14.935 | 18.228 | 18.983 | 23.844 | 22.154 | 20.462 | |
| Diciembre | 18.064 | 16.643 | 20.104 | 21.460 | 26.410 | 24.505 | 22.461 | |

Número de Naves

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 294 | 633 | 657 | 574 | 958 | 905 | 1.047 | 450 |
| Febrero | 517 | 1.284 | 1.262 | 1.040 | 1.527 | 1.685 | 1.988 | 949 |
| Marzo | 713 | 1.818 | 1.814 | 1.599 | 2.252 | 2.597 | 2.986 | 1.448 |
| Abril | 865 | 2.317 | 2.329 | 2.175 | 2.760 | 3.467 | 3.776 | 1.808 |
| Mayo | 1.032 | 2.813 | 2.779 | 2.749 | 3.445 | 4.411 | 4.456 | 2.065 |
| Junio | 1.206 | 3.237 | 3.256 | 3.270 | 4.257 | 4.953 | 5.158 | |
| Julio | 1.342 | 3.739 | 3.796 | 3.836 | 5.007 | 5.529 | 5.795 | |
| Agosto | 1.645 | 4.150 | 4.376 | 4.451 | 5.847 | 6.034 | 6.434 | |
| Septiembre | 1.804 | 4.604 | 5.011 | 5.077 | 6.580 | 6.721 | 7.031 | |
| Octubre | 1.983 | 5.029 | 5.522 | 5.916 | 7.277 | 7.483 | 7.685 | |
| Noviembre | 2.152 | 5.536 | 6.169 | 6.692 | 8.082 | 8.311 | 8.373 | |
| Diciembre | 2.314 | 6.149 | 6.740 | 7.509 | 9.013 | 9.139 | 9.124 | |

Tiempo de Espera

| Mes | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---|---|---|---|---|---|---|---|---|
| Enero | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Febrero | 2 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Marzo | 2 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Abril | 8 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Mayo | 8 | 0 | 0 | 0 | 0 | 10 | 0 | 0 |
| Junio | 8 | 0 | 0 | 0 | 0 | 10 | 1 | |
| Julio | 8 | 18 | 0 | 0 | 17 | 10 | 1 | |
| Agosto | 53 | 18 | 0 | 0 | 17 | 10 | 9 | |
| Septiembre | 60 | 18 | 0 | 0 | 17 | 10 | 9 | |
| Octubre | 60 | 47 | 0 | 0 | 17 | 10 | 9 | |
| Noviembre | 60 | 47 | 0 | 0 | 17 | 10 | 9 | |
| Diciembre | 60 | 52 | 0 | 0 | 17 | 10 | 10 | |