TOP 10 FREQUENTLY ASKED QUESTIONS

1. **What is Applegreen?**
   Applegreen is one of the largest highway Service Plaza operators in the United States, Ireland, and the United Kingdom. Across its network, Applegreen operates approximately 440 locations, offers more than 700 branded food and beverage concepts, and provides 1,385 EV charging ports, serving millions of travelers each year.

2. **Why is E470 partnering with Applegreen?**
   E470 partnered with Applegreen to bring high quality travel amenities to customers along the tollway. Applegreen is a recognized leader in highway service plaza operations and has extensive experience serving travelers.

3. **Where are the travel plazas located?**

- Parker: Directly off southbound E470, approximately one mile before the southbound Peoria exit.
- Commerce City: Directly off both northbound and southbound E470 between 88th Ave. and 96th Ave.
- Aurora: Directly off northbound E470, approximately one mile before the southbound Jewell Avenue exit.

4. **When do the travel plazas open?**
   ***All opening dates are dependent on project schedules and subject to change.*

- Parker: Now Open!
- Commerce City (Southbound): November 2026
- Commerce City (Northbound): December 2026
- Aurora: February 2027

5. **What amenities are available?**
   Each travel plaza will offer a variety of amenities, including branded food and beverage options such as Starbucks, Shake Shack, Burger King, Panda Express, and/or Popeyes. Locations will also include fuel pumps, EV charging stations, restrooms, seating areas, and retail offerings.

6. **Do I have to pay a toll to visit the plaza?**
   These facilities are located directly along E470 and are designed to serve customers traveling on the toll road. While there is no additional fee to access the plazas, any tolls associated with travel on E470 still apply.

7. **Was this project funded by toll revenue?**
   While E470 provided limited funding for building demolition and site access improvements, the project was primarily funded through a $70 million private investment by Applegreen. Construction and operation of the travel plazas were not funded by E470 toll revenue.

8. **Why were these locations selected?**
   The locations were chosen in part because they utilize the existing infrastructure of former toll collection plazas. Additional traffic studies, planning efforts, and permitting processes helped determine the final site locations.

9. **Who operates the travel plazas?**
   Applegreen will operate and maintain the travel plazas under a long-term lease agreement with E470.

10. **Who do customers contact for support or complaints?**
    Questions, concerns, or complaints related to travel plaza operations should be directed to Applegreen. Please see the full table below for more information.

Question Type	Direct To
Toll account issue	ExpressToll Customer Service
Fuel purchase issue	Applegreen Customer Service
Restaurant/Retail complaint	Applegreen Customer Service
Roadway maintenance concern	E470 Roadside Assistance
Travel plaza maintenance concern	Applegreen Customer Service