FRONTIER

PLANET COASTER 2

QA & COMMUNITY SENTIMENT REPORT

PLAYER XP
Voice of The Player

1ST MARCH - 7TH MARCH 2025

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PLAYER**XP**

PlayerXP, founded in 2015 by gamers Chris and Andy, aims to connect players with the games industry by amplifying their voices through AI-powered reports and engagement metrics.

Using a game-focused Large Language Model with over 1 billion data points, they provide accurate sentiment analysis for studios and publishers to make informed decisions based on player feedback.

Their mission is to bridge the gap between game developers and players by conveying community wants and needs for better game decisions.

Hi there, I'm Kevin, your PlayerXP Bot. I've used my advanced AI algorithms to help generate this report. If you need help interpreting the data or spotting key insights, I've got you covered!
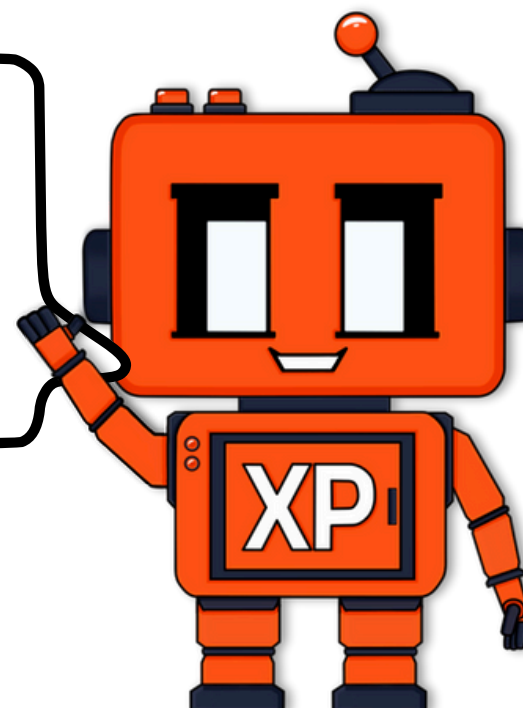
UNDERSTANDING PLAYERXP SENTIMENT

How does PlayerXP's sentiment system work?

PlayerXP's Sentiment System is the core of our platform. Our 'Sentiment Diamonds' allow you to gauge the sentiment behind the data viewable on our dashboard. These diamonds come in three colours: red for negative sentiment, orange for neutral sentiment, and green for positive sentiment.

The diamonds on the left demonstrate this, showing negative, neutral and positive sentiment, and display a corresponding value for greater depth. This value indicates how positive or negative sentiment is and on a scale between -99 (extremely negative sentiment) to +99 (extremely positive sentiment), where 0 is completely neutral.

SENTIMENT SCALE

-99	Used to indicate when the average sentiment is **negative.**
0	Used to indicate when the average sentiment is **neutral.**
99	Used to indicate when the average sentiment is **positive.**

TOXICITY SCALE

99	Used to indicate when the average toxicity is **negative.**
0	Used to indicate when the average toxicity is **neutral.**
-99	Used to indicate when the average toxicity is **positive.**

DATA SOURCES OVERVIEW
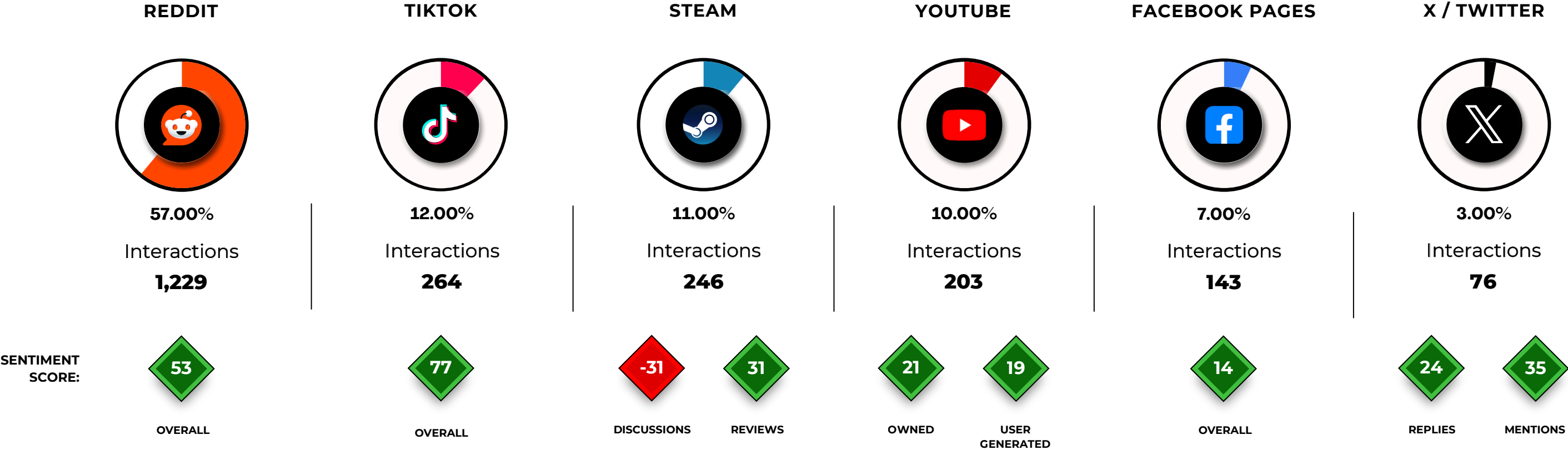
REDDIT

57.00%

Interactions

1,229

TIKTOK

12.00%

Interactions

264

STEAM

11.00%

Interactions

246

YOUTUBE

10.00%

Interactions

203

FACEBOOK PAGES

7.00%

Interactions

143

X / TWITTER

3.00%

Interactions

76

SENTIMENT SCORE:

REDDIT	TIKTOK	STEAM		YOUTUBE		FACEBOOK	X / TWITTER	
53	77	-31	31	21	19	14	24	35
OVERALL	OVERALL	DISCUSSIONS	REVIEWS	OWNED	USER GENERATED	OVERALL	REPLIES	MENTIONS

SURVEYMONKEY

00.00%

Interactions

0

0

OVERALL

ZENDESK

00.00%

Interactions

0

0

OVERALL

DISCORD

00.00%

Interactions

0

0

OVERALL

ISSUE TRACKER

00.00%

Interactions

0

0

OVERALL
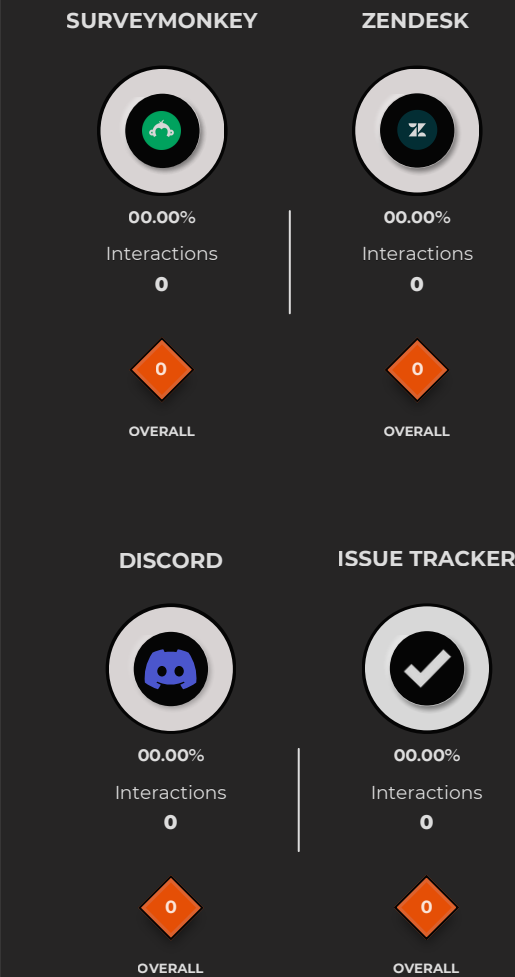
Client access
not provided

Please note: This report does not include data from **Discord** or the official **Issue Tracker**, which are key platforms used by the team, especially the Issue Tracker, for structured bug reporting and prioritisation. As such, while this report captures relevant legacy discussions and recurring pain points from public platforms, it may not reflect the full scope of player-reported issues currently under review or already flagged internally.

EXECUTIVE SUMMARY

Player sentiment improved compared to the previous week, driven largely by enthusiasm for the upcoming March update. Nostalgic elements like the Western theme and returning features such as restaurants were well-received. However, technical concerns, particularly regarding game stability, pathing, and performance, remain prominent, especially among lapsed and hardcore players.

Please note: This report does not include data from **Discord** or the official **Issue Tracker,** which are key platforms used by the team, especially the Issue Tracker, for structured bug reporting and prioritisation. As such, while this report captures relevant legacy discussions and recurring pain points from public platforms, it may not reflect the full scope of player-reported issues currently under review or already flagged internally.
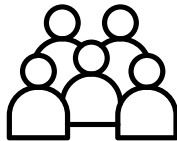
Audience Specific Concerns

- Lapsed Members expressed the most frustration, citing unmet expectations and unresolved bugs.

- Hardcore Players focused on missing features from the original game and technical regression.

- New Players were more forgiving but still affected by early stability issues, risking churn.

Most Discussed Categories

- Game Stability – Frequent crashes, poor performance, and system-specific bugs.

- Gameplay Mechanics – Missing or malfunctioning features, AI/staff behaviour issues.

- Updates – Optimism around new content, tempered by past delays and skepticism.

Key Drivers of Negative Sentiment

- Game Crashes and GPU driver conflicts (especially with high-end cards).

- Pathfinding issues, with guests not using queues or avoiding rides.

- Ride bugs, including rides not functioning or reacting to pricing changes.

- Terrain and editor tool glitches, affecting usability and polish.

- Performance issues, even on high-spec systems.

Recommendations for QA and Development

- Prioritise crash fixes and pathing logic, as these are the most disruptive and frequently cited.

- Expand compatibility and performance testing, particularly on modern GPUs and mid-tier hardware.

- Systematically address high-severity bugs, such as the undo function failing, AI glitches, and coaster-building issues.

- Improve usability and polish in the editor, including grid stability, relative axis behaviour, and support visibility.

- Implement a stronger player feedback loop, ensuring visibility of fixes and responsiveness to ongoing issues.

OVERALL SENTIMENT OVERVIEW

Overall Sentiment Change

● Planet Coaster 2
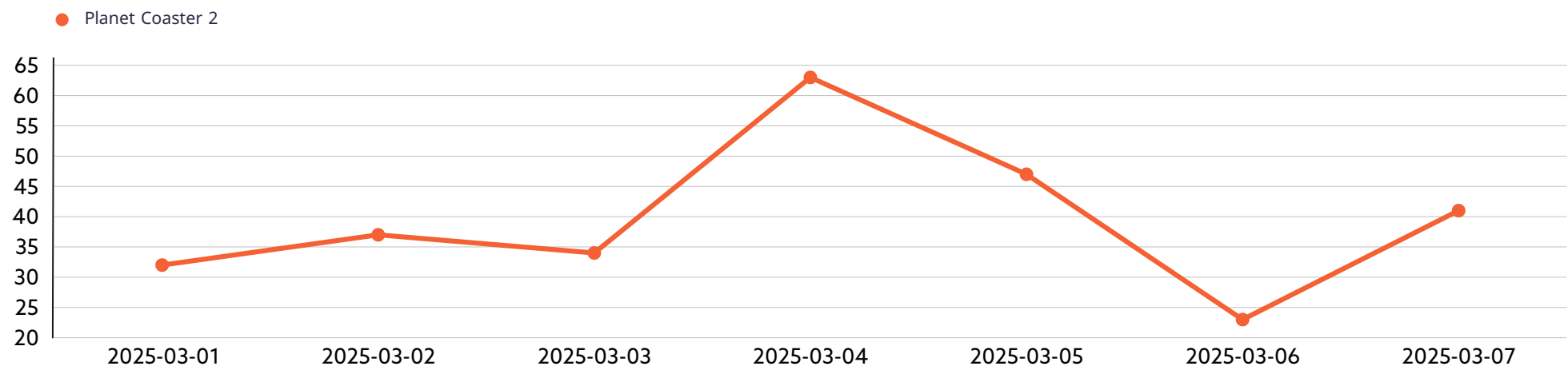
Total volume of player feedback collected.

40
SENTIMENT

2,161
INTERACTIONS

1,265
EST COMMUNITY SIZE

MOST POSITIVE

Topic	Count	All Time Sentiment	Period Sentiment	Diff
Incredible	20	91	90	-1
Beautiful	22	75	86	11
Wow	25	68	69	1
Western	40	29	64	35
Music	19	50	61	11

MOST NEGATIVE

Topic	Count	All Time Sentiment	Period Sentiment	Diff
Delete	22	-62	-62	0
Bug	22	-74	-42	32
Support	34	6	-33	-39
Mod	27	-17	-25	-8
Pc1	78	-18	-18	0
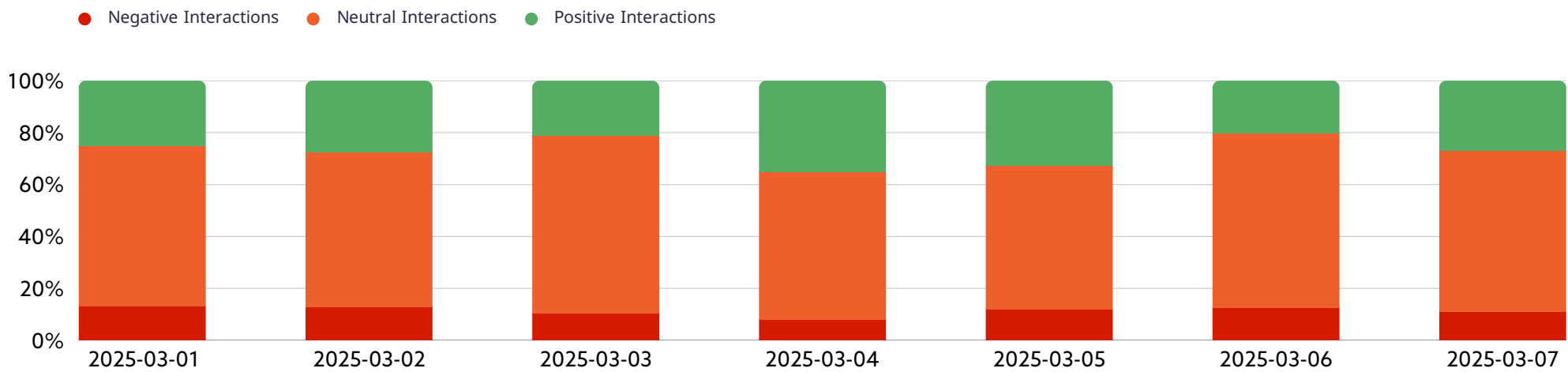
ANALYSIS OF MARCH 1ST TO MARCH 7TH

Players expressed excitement about the upcoming March update, specifically the introduction of the Western theme, which many feel nostalgic about. Numerous comments highlight anticipation for returning features like restaurants and new options to enhance gameplay.

There's a notable mention of enthusiasm for new content being released without additional costs, which has been received with great appreciation by the community. Users seem eager to dive back into the game and express their creativity with the new elements being added.

However, some concerns remain regarding the game's performance and AI issues. While players are excited about the updates, there is also a desire for the developers to address existing bugs and gameplay mechanics that impact overall enjoyment.

Sentiment Split

● Negative Interactions   ● Neutral Interactions   ● Positive Interactions

WEEK OVER WEEK

FEBRUARY 22ND TO FEBRUARY 28TH

Total volume of player feedback collected.
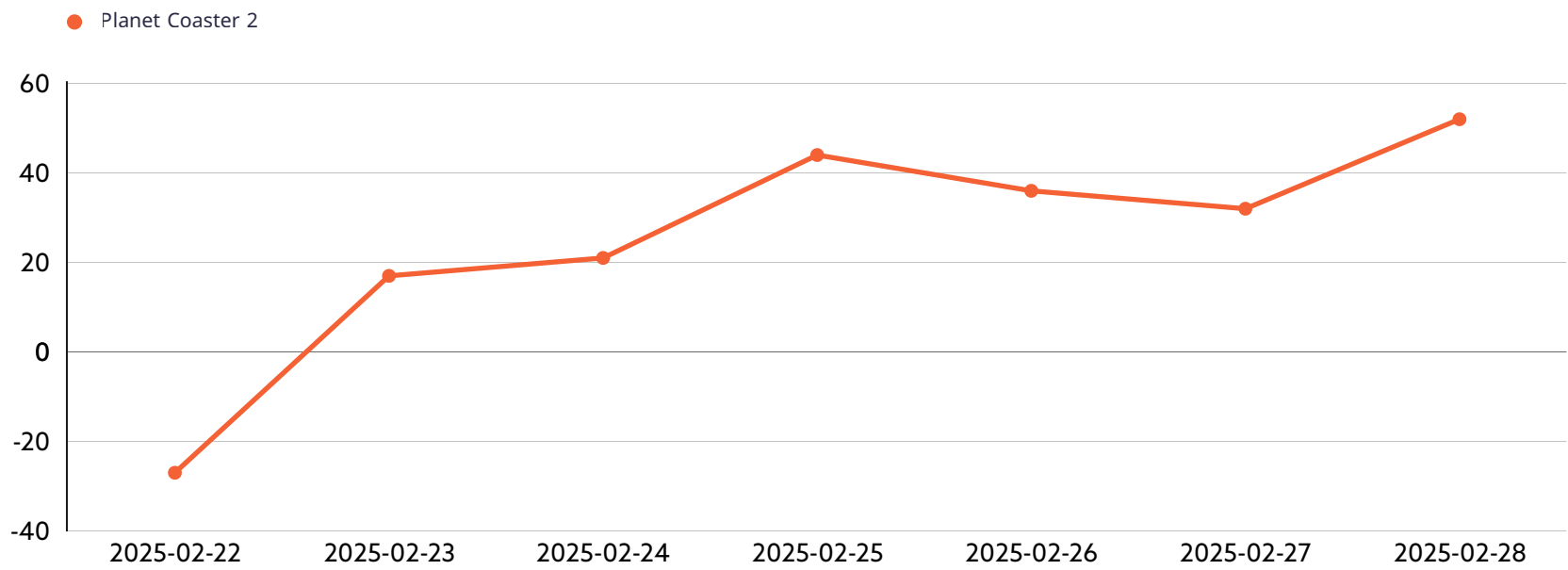
35
SENTIMENT

**1,605**
INTERACTIONS

1,149
EST COMMUNITY SIZE

SUMMARY OF PRIOR WEEK

In the prior week, remarks from the community were mixed, with a more pronounced presence of frustration regarding glitches and overall gameplay stability. Players seemed more critical, questioning the game's current state and expressing displeasure with certain features.

The conversations revolved significantly around requests for improvement and fixes rather than excitement. Feedback leaned towards negativity as players felt some fundamental issues were not being addressed adequately. Analysis of February 22nd to February 28th.
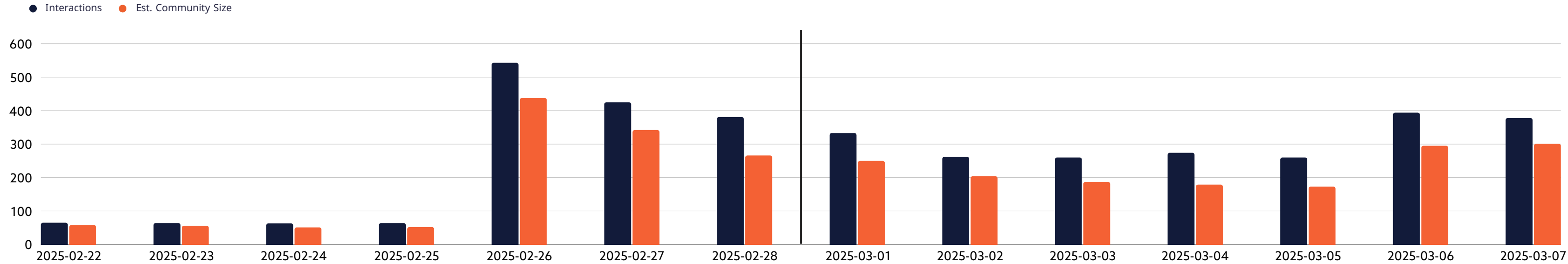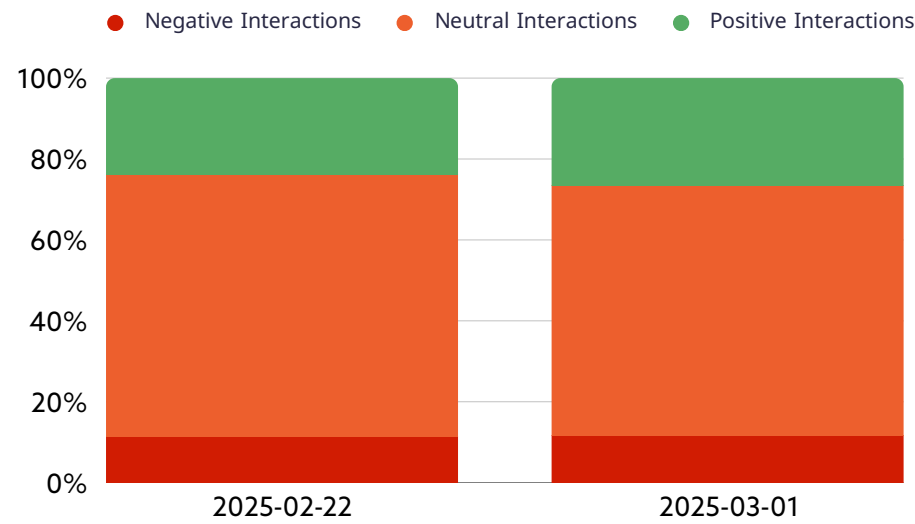
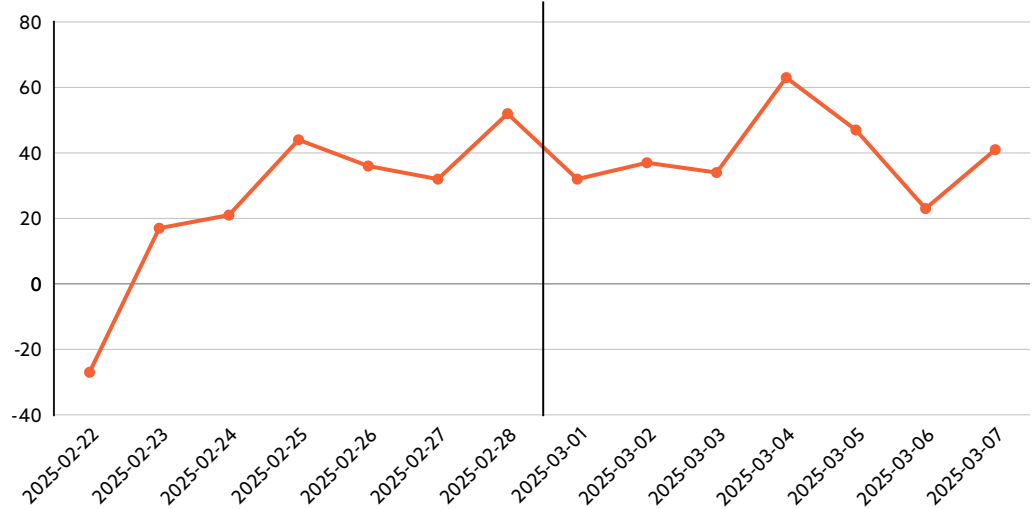Planet Coaster 2

OVERALL SENTIMENT CHANGE

● Negative Interactions　　● Neutral Interactions　　● Positive Interactions
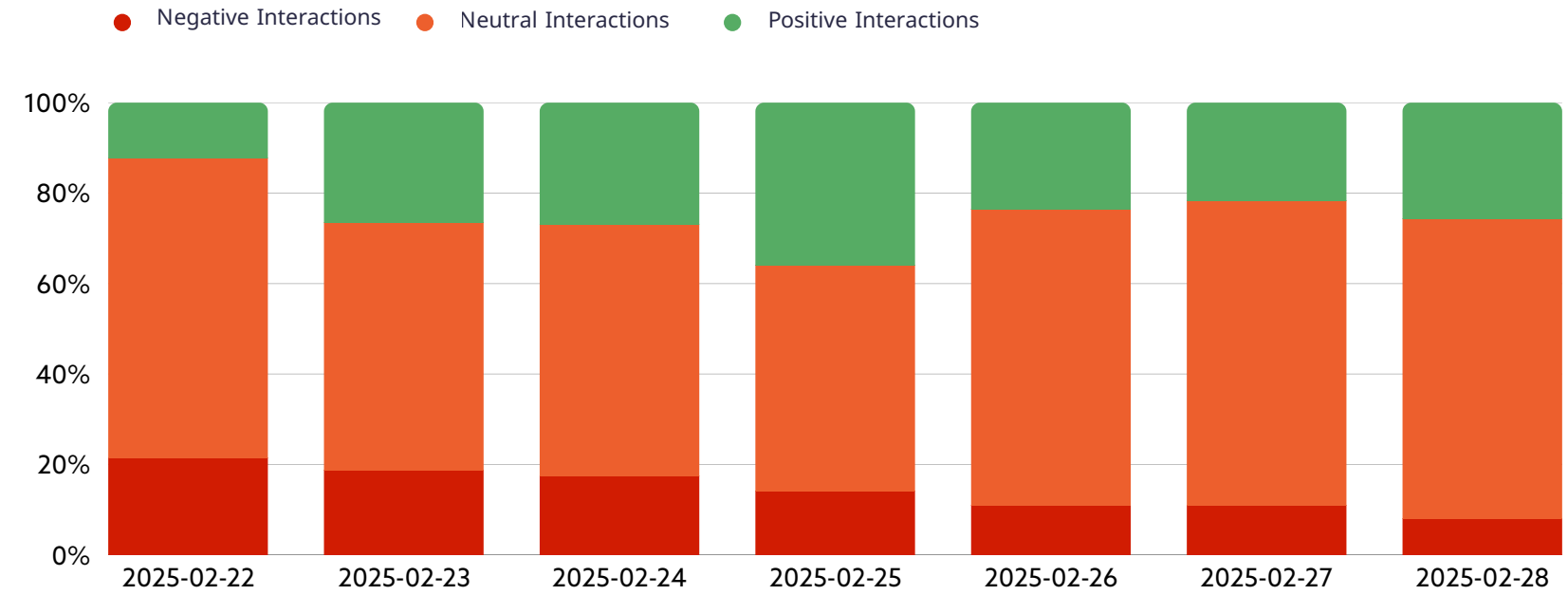
SENTIMENT SPLIT

WEEK OVER WEEK
COMPARISON

- Interactions
- Est. Community Size

INTERACTIONS

- Negative Interactions
- Neutral Interactions
- Positive Interactions

SENTIMENT SPLIT

OVERALL SENTIMENT CHANGE

COMPARISON OF
22ND FEBRUARY & 7TH MARCH 2025

The transition into March distinguishes itself with a more vibrant atmosphere and community engagement surrounding the incoming update, when compared to the frustration of the previous week.
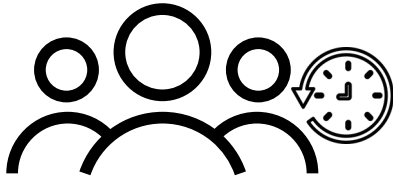
While past discussions focused heavily on criticisms and desires for fixes, the current sentiment reflects a lineup of players ready to celebrate new content, showcasing a shift from a critical stance to one of hopeful anticipation for improvement and renewal within the game experience.

Overall, we can see that the community's mood has noticeably improved with the prospect of new content, creating a more optimistic and engaged player base as we move into March.

27

Interactions

358

(17.11% of total)

EST Community Size

311

(14.87% of total)

Average Interaction Per Member

1

Sentiment and Volume Over Time

● Volume over time   ● Sentiment

LAPSED MEMBERS

AUDIENCE TYPE SEGMENTATION

Lapsed Members

Members that haven't posted recently

They tend to express significant frustration over game stability issues. Comments indicate they expected a refined experience after playing the first game, and many mentioned encountering persistent bugs and performance problems, leading to their withdrawal from the game. For instance, one user noted, "The game is broken, I've waited, waited and waited for something to show me you're serious about improving this game". This audience is heavily impacted by the technical shortcomings, often citing a feeling of abandonment after the initial excitement wears off.

LAPSED MEMBERS

Most Discussed Categories (Sentiment)

#	Topic	% Interactions	# Est. Comm' Members	Sentiment
1	Coaster	13%	14%	-1
2	Ride	9%	10%	29
3	Park	8%	9%	27
4	Pc	5%	5%	-3
5	Build	4%	5%	6
6	Theme	4%	5%	44

Talking Points

AUDIENCE TYPE SEGMENTATION

Hardcore / VIP Members

Most active members in the community
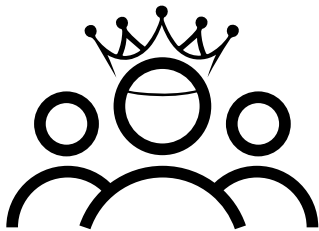
This group has a high level of engagement but echoes concerns about stability and missing features from the original game. They express a deep familiarity with both past titles and current issues, leading to disappointment when their beloved mechanics are missing. For instance, many noted, "Most features have been cut that were even there at launch," indicating a strong feeling of loss. They are also vocal about the need for much more content to reach the heights of the original game.

	67%	-75
	67%	-43

Sentiment

5

Interactions	EST Community Size	Average Interaction Per Member
110	**3**	**36**
(5.26% of total)	(0.14% of total)	

Sentiment and Volume Over Time

● Volume over time   ● Sentiment

HARDCORE MEMBERS

Most Discussed Categories (Sentiment)

#	Topic	% Interactions	# Est. Comm' Members	Sentiment
1	Frontier	23%	33%	-65
2	Pc	9%	67%	-75
3	Coaster	8%	67%	-43
4	Investor	6%	33%	-72
5	Release	5%	33%	-74
6	Planet	5%	33%	-25

Talking Points

AUDIENCE TYPE SEGMENTATION

40
Sentiment

Interactions
542
(25.91% of total)

EST Community Size
435
(20.79% of total)

Average Interaction Per Member
1
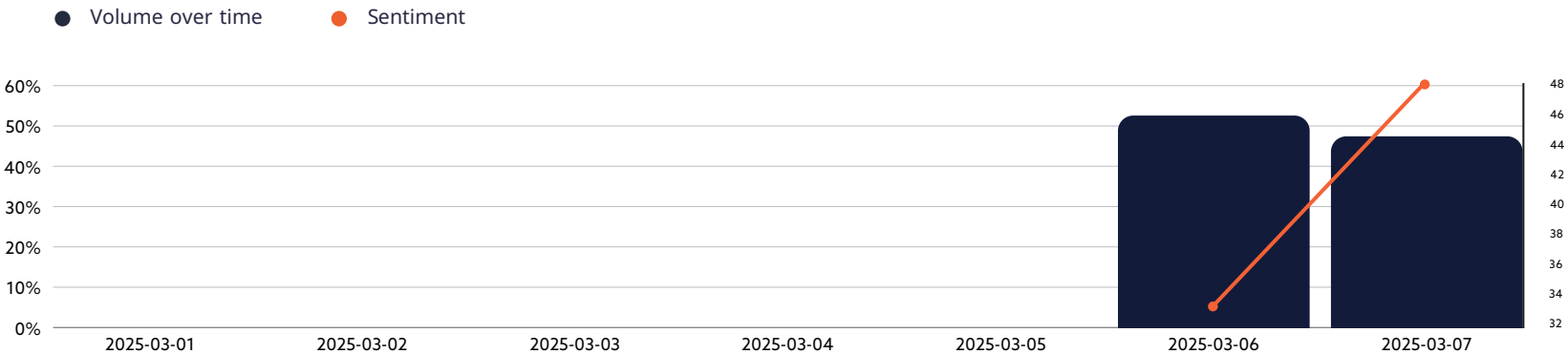
Sentiment and Volume Over Time

● Volume over time ● Sentiment

NEW MEMBERS

New Members

Members that have only started posting recently

New arrivals show a mixed bag of reactions, often acknowledging that although the game has potential, it is also plagued by bugs. Some new players report initial enjoyment but quickly become disillusioned due to game stability complaints. One comment highlights, "Planet Coaster 2 had an incredibly rocky and, therefore, disappointing launch". This group is often more forgiving early on, as they may not have as deep an emotional investment as lapsed players

NEW MEMBERS
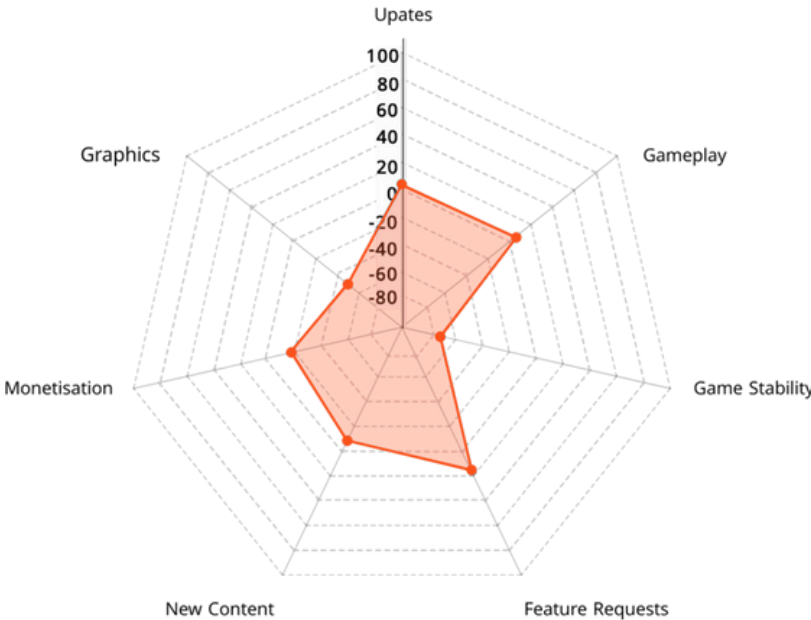
#	Topic	% Interactions	# Est. Comm' Members	Sentiment
1	Coaster	14%	16%	17
2	Ride	6%	8%	8
3	Theme	6%	8%	48
4	Frontier	5%	6%	31
5	Western	4%	5%	65
6	Terrain	4%	4%	23

Most Discussed Categories (Sentiment)

Talking Points

AUDIENCE TYPE SEGMENTATION

IMPACT ANALYSIS

LAPSED MEMBERS

NEW MEMBERS
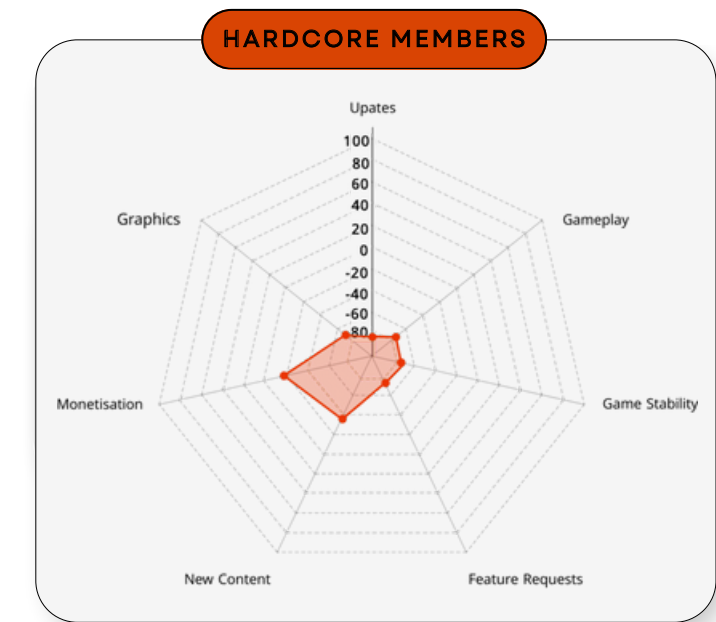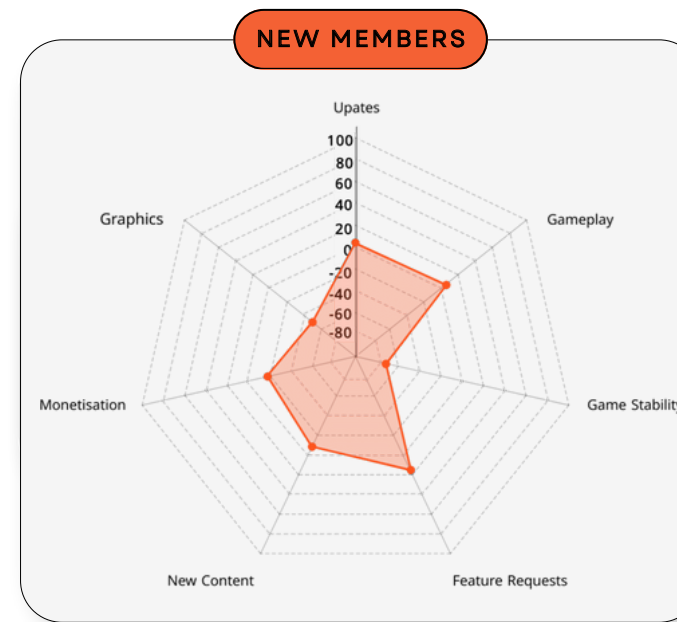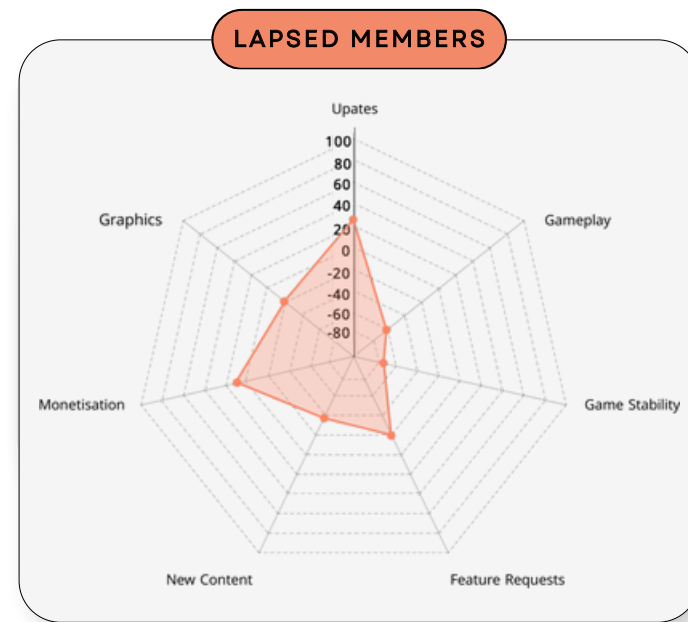
HARDCORE MEMBERS

Game Stability Issues

Hardcore Members and Lapsed Members seem most affected by the game's stability challenges. Their comments often reflect a deep-seated passion for the franchise, leading to harsher criticism when the game does not meet expectations (e.g., crashes and performance issues). They are less likely to tolerate repeated technical failures, which significantly contributes to dissatisfaction.

Lack of Features

Again, both Hardcore Members and Lapsed Members express strong sentiments about the absence of features that made the previous game enjoyable. Specific comments like "The game should have had essential features from the start" illustrate this disappointment. Meanwhile, New Members are likely more adaptable, as they may still be exploring the available mechanics and may not yet feel the weight of what is missing.

Summary

While all audience types are affected by game stability issues and lack of features, Hardcore Members and Lapsed Members are the most impacted due to their deeper connection to the original games and higher expectations for the sequel. They have the least tolerance for issues and express their frustrations more vocally. New Members tend to be slightly more accepting and hopeful, at least in the early stages of their experience with the game.
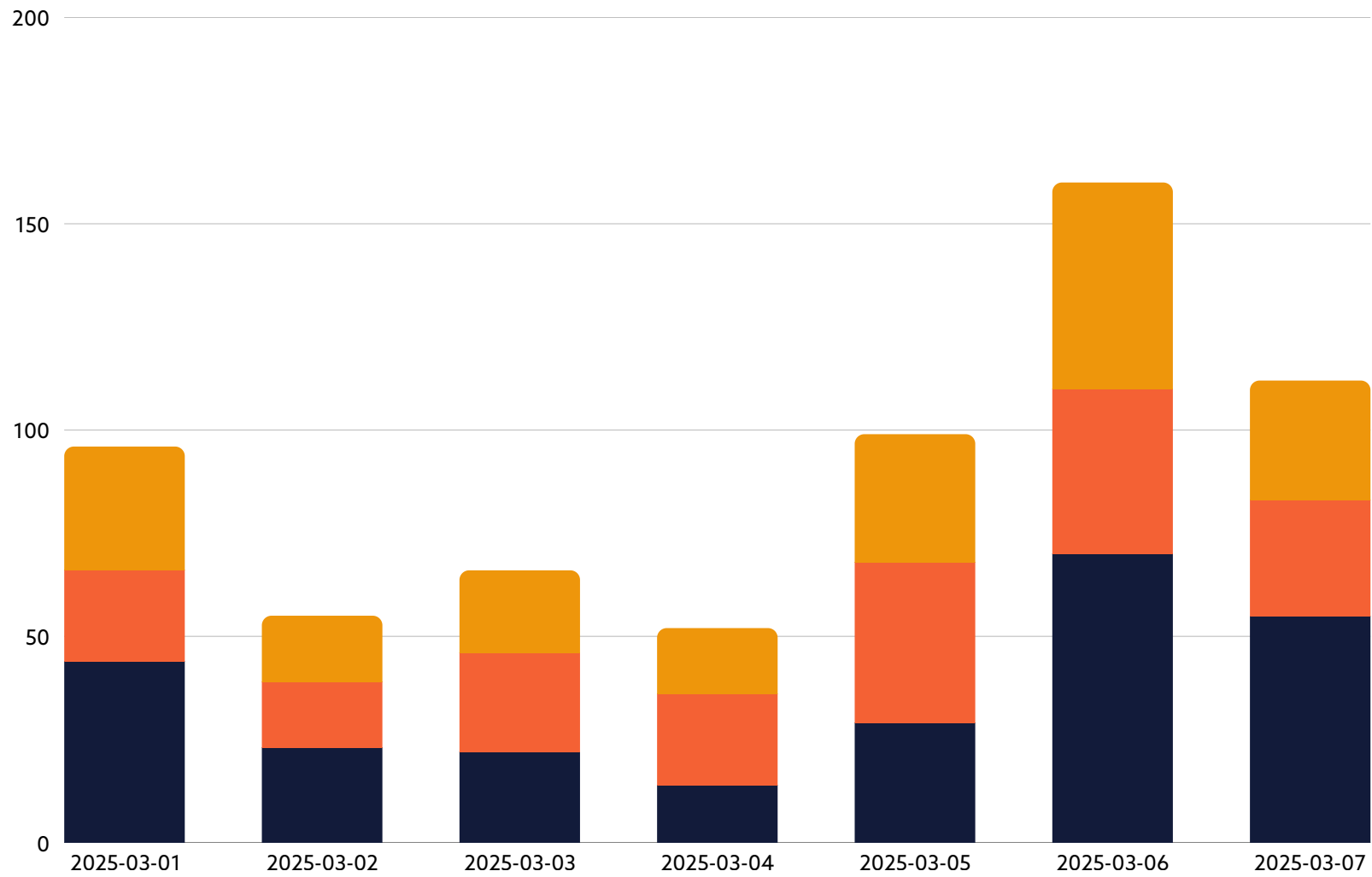
Top 3 Discussed Categories

11 ■ **Updates**
257 Interactions in Period
Most Discussed Top:
`Date` `Dlc` `Coaster`

-63 ■ **Game Stability**
195 Interactions in Period
Most Discussed Top:
`Bug` `Date` `Fixed`

-15 ■ **Gameplay**
192 Interactions in Period
Most Discussed Top:
`Map` `Update` `Ride`

Chart axis labels: 200, 150, 100, 50, 0
X-axis: 2025-03-01, 2025-03-02, 2025-03-03, 2025-03-04, 2025-03-05, 2025-03-06, 2025-03-07

MOST DISCUSSED CATEGORIES

Game Stability
Players voiced concerns primarily about bugs and performance issues. Many expressed frustration about persistent technical problems that affected gameplay and overall stability, with comments indicating players' needs for timely fixes.

Gameplay
Feedback centred on the core mechanics and features of the game, with players discussing their experiences and suggesting improvements. Conversations often highlighted the need for more content and better AI management in the game.

Updates
The upcoming changes and features were a hot topic, especially as the community anticipated the March 17th update that promises to bring back the western theme and various new elements. Excitement around new themed pieces and updates surged, but there were also voices calling for a more comprehensive approach to fixes and enhancements.
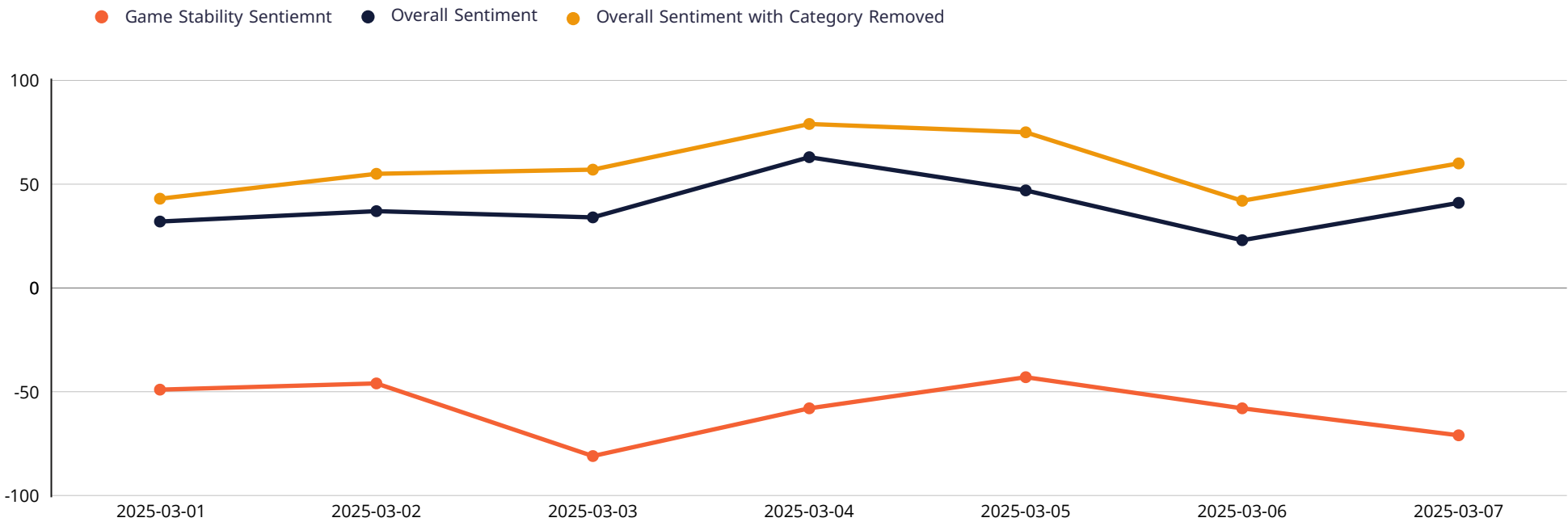
Total volume of player feedback collected.

-63	**195**	**144**
SENTIMENT	INTERACTIONS	EST COMMUNITY SIZE

MOST POSITIVE

Topic	Count	All Time Sentiment	Period Sentiment	Diff
Western	7	-27	10	37
Piece	12	-38	-5	33
Theme	13	-17	-9	8
Main	8	-28	-11	17
Frontier	31	-47	-12	35

MOST NEGATIVE

Topic	Count	All Time Sentiment	Period Sentiment	Diff
Playable	7	-81	-85	-4
Support	8	-47	-83	-36
Patch	23	-44	-71	-27
Crashes	11	-82	-70	12
Bug	75	-69	-68	1

- Game Stability Sentiemnt
- Overall Sentiment
- Overall Sentiment with Category Removed

OVERALL SENTIMENT CHANGE

GAME STABILITY CATEGORY

The interactions regarding "Game Stability" within "Planet Coaster 2" have revealed several key insights across various platforms. Here are some highlights from player feedback:

Frequent Crashes and Bugs:
Players have reported numerous instances of crashes and performance issues, particularly with graphics and game stability. Comments such as "I just had the game randomly crash mid-game" and "I can't play PC2 for longer than 5 minutes without a GPU Driver crash" illustrate the frustration around game stability.

Performance on Various Systems:
Some users have mentioned that even high-spec machines are struggling with performance, leading to issues such as "the game looks like a static TV from the early 2000s" or complaints about pixelation and graphical fidelity.

Community Discussion on Fixes:
There are conversations within the community about how developers are addressing stability with regular updates. Several players have noted that while there are improvements, several basic issues remain unresolved, contributing to a perception that the game is still not fully stable.

Temporary Workarounds:
Some players shared tips to mitigate crashes or performance issues, indicating a collaborative effort within the community to resolve these stability concerns.

General Sentiment:
Despite the stability issues, some feedback suggests optimism about future updates, as users recognise the developers' commitment to addressing bugs and improving the game over time.

NEGATIVE SENTIMENT DRIVERS

Overall, the sentiment during this week reflects a mix of disappointment with performance and content availability, coupled with concern over the responsiveness of the development team to community needs. This provides developers with clear areas for improvement to enhance player satisfaction.

Gameplay Mechanics & Bugs:
Several comments expressed frustration with persistent bugs affecting gameplay, such as the inability to place certain structures or issues related to coaster construction. For instance, players reported still encountering pop-up bugs that disrupt their experience.

Content Availability:
Players voiced disappointment regarding the lack of content in the game at launch. Many mentioned missing features and themes from the previous instalment, "Planet Coaster 1," feeling that not enough new additions were made.

Performance Issues:
Some players noted that the game performance remains an issue, especially on specific hardware configurations. There were complaints regarding graphical glitches and problems with terrain rendering, indicating that the game does not run smoothly for all users.

Community Features and Engagement:
Frustrations were also directed at the game's community features, particularly the lack of effective communication regarding player feedback and concerns. Players wished for improvements in how the development team engages with the community regarding updates and content releases.

Delay in Updates:
Many players were disheartened by the perceived slow pace of updates and fixes that they believe are essential to improving their gaming experience. Promises for upcoming content updates were met with scepticism due to past delays.

1. DELETE

"so I had to open up new game select each bus then save them as a blueprint then delete that game and load into new game and place free blue printseems weird that the spawn points are not just blue prints already in game that we can lay down with out having jump through hoops for them like that"

2. BUG

"It has 1/10th of the content of PC1 and is riddled with bugs.
THEY SHOW A ROAD MAP OF UPDATES THAT IS 6 MONTHS LONG.
HOW DO YOU RELEASE A GAME AND ADD A ROADMAP OF BUG FIXES THAT TAKES 6 MONTHS???"

3/4. PC1/MODS

"planet coaster 1 is still way better then this atm. missing almost all QOL updates from PC1, also missing all the free content from PC1, PC2 feels like playing Beta! 3/7/2025 try playing PC2 again, and check out the fireworks. it is not even triggering the preview for the firework. you have to place it down and change settings to see it. how come this was not a issue in pc1 but it is in pc2, guess old game devs are built different!"

5. SUPPORT

"Rough, unrealistic, and the custom supports on the tilt track are unrealistic and shit"

MOST DISCUSSED BUGS OR PAIN POINTS

Player feedback during this period highlighted a variety of technical issues impacting gameplay and user experience. When expanding the sentiment search to include broader bug-related terms (bug, crash, freeze, glitch, etc.), the average sentiment dropped to -68, reflecting significantly more negative perception than the narrower "bug" keyword alone. This broader scope offers a more accurate representation of player frustration.
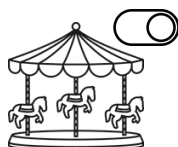
01. Terrain Tool / NVIDIA Driver Conflict
Compatibility issues resulting in visual artefacts or tool malfunctions.

02. Queue Pathing Not Functioning
Guests are not using queues for flat rides or rollercoasters as expected.

03. Ride Not Powered
Either a UI clarity issue or bug, power source placement confusion is frequent.

04. Auto-Support Toggle Ineffective
Support pieces remain visible on slides even when auto-support is disabled.

05. Ride Pricing Feature Possibly Broken
Players report that pricing changes do not affect guest behaviour (some indicate potential user error).
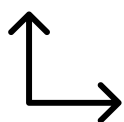
06. Objects Not Retaining Relative Axes
Rotation and alignment inconsistencies when editing modular objects.
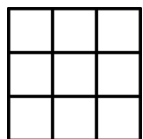
07. Grid Settings Resetting
Grid size and height preferences do not persist between editing sessions.
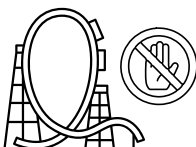
08. Guests Avoiding Specific Rides
Guests refusing to board certain rides without a clear reason.

Additional Frequently Mentioned Issues

01. LOD Issues on Vegetation
Bushes and trees pop in or disappear unexpectedly, affecting visual cohesion.

02. Bumper Car Bug Reports
Reports of functionality problems or crashes tied to this ride type.

03. 5090 GPU Graphics Glitches
Visual bugs specific to the latest NVIDIA cards, possibly driver related.

04. Log Flume Collision Issues
Ride closes when cars collide; potentially due to physics or AI behavior bugs.

05. General Loading Failures
Occasional reports of the game failing to load properly.

06. Queue Pathing Recurrence
Continued feedback on guests bypassing queues for new ride types.

Many of the most reported issues affect ride functionality, pathing behaviour, and editor tools, all core systems for creative and simulation gameplay.
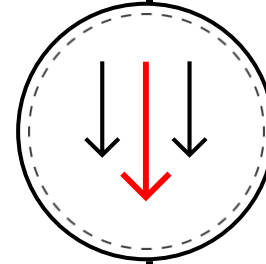
These are critical for both new and returning players, making them high-priority for investigation and regression testing.

SEVERITY BREAKDOWN
& RECOMMENDATIONS

High Severity Bugs

- Game Crashes
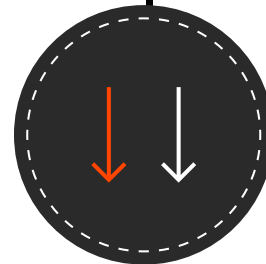- Pathing System Issues
- Undo Button Malfunction

Medium Severity Bugs

- Inconsistent Ride Performance
- Visual Bugs
- AI and Staff Management

Low Severity Bugs

- Lighting Issues
- Audio Bugs
- Minor UI Issues

Most Impactful Issue

The game crashes and pathing issues are the most critical bugs impacting player experience. Crashes disrupt the gameplay experience entirely, while pathing problems directly influence how players enjoy and manage their parks, leading to broader dissatisfaction in the community.

Improving player retention is crucial for maintaining a healthy gaming community. Based on the interactions gathered for "Planet Coaster 2". Here are some strategies QA can focus on:

Address Game Performance Issues:
Ensure that existing game performance concerns are prioritised. Regularly test for performance issues and optimize game features that players discuss negatively.

Focus on Game Stability:
Frequent crashes or bugs can drive players away. Implement robust testing protocols to identify and resolve stability issues before updates or patches are deployed.

Enhance Gameplay Mechanics:
Pay attention to player feedback regarding gameplay. Conduct thorough testing on gameplay mechanics that players find frustrating or unclear, ensuring they are smooth and enjoyable.

Improve UI/UX:
If players are expressing concerns about the user interface or experience, recommended actions could include simplifying the design and improving accessibility, enhancing overall engagement.

Feature Requests Integration:
Monitor and analyse player feedback regarding feature requests. Engaging the community by implementing popular suggestions can enhance player satisfaction and retention.

Engagement through Events:
Coordinate with development to schedule engaging in-game events. Ensure that these events are properly tested and free of bugs, providing a fun experience that keeps players returning.
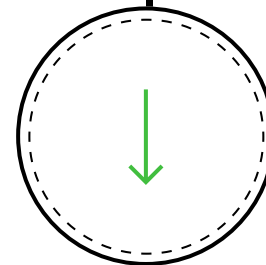
Regular Updates:
Regularly update the game with new content based on player sentiments. Keeping content fresh is key to retaining player interest.

Community Feedback Loop:
Create a structured feedback loop where players can report issues easily. Regular surveys or interaction opportunities will help understand player needs.

PLAYERXP REPORTS

Here are our latest playerXP reports. Click the image or text to view or download the full document. Each report provides insights into player feedback and engagement, beneficial for **developers**, **publishers**, and **community managers**. Explore the data to understand trends and enhance your gaming strategies.

Assassin's Creed Shadows
Pre-Release Community Sentiment Report
Part 1.

Kingdome Come Deliverance II
Road to Release |
Community Sentiment Report.

Assassin's Creed Shadows
Post-Release Sentiment Analysis
Part 2.

FRONTIER

Frontier is a leading independent developer and publisher of videogames for PC and console, creating immersive and fun gameplay, with unparalleled artistic quality. At Frontier, we specialise in creating endless possibilities in playful, fun, creative worlds. With a rich history spanning over thirty years, we are best known for our creative management simulation games. Our portfolio includes critically acclaimed titles such as **Elite Dangerous, Planet Coaster, Planet Coaster 2, Planet Zoo, Jurassic World Evolution and Jurassic World Evolution 2**, each of which has captivated players with their immersive and authentic worlds.
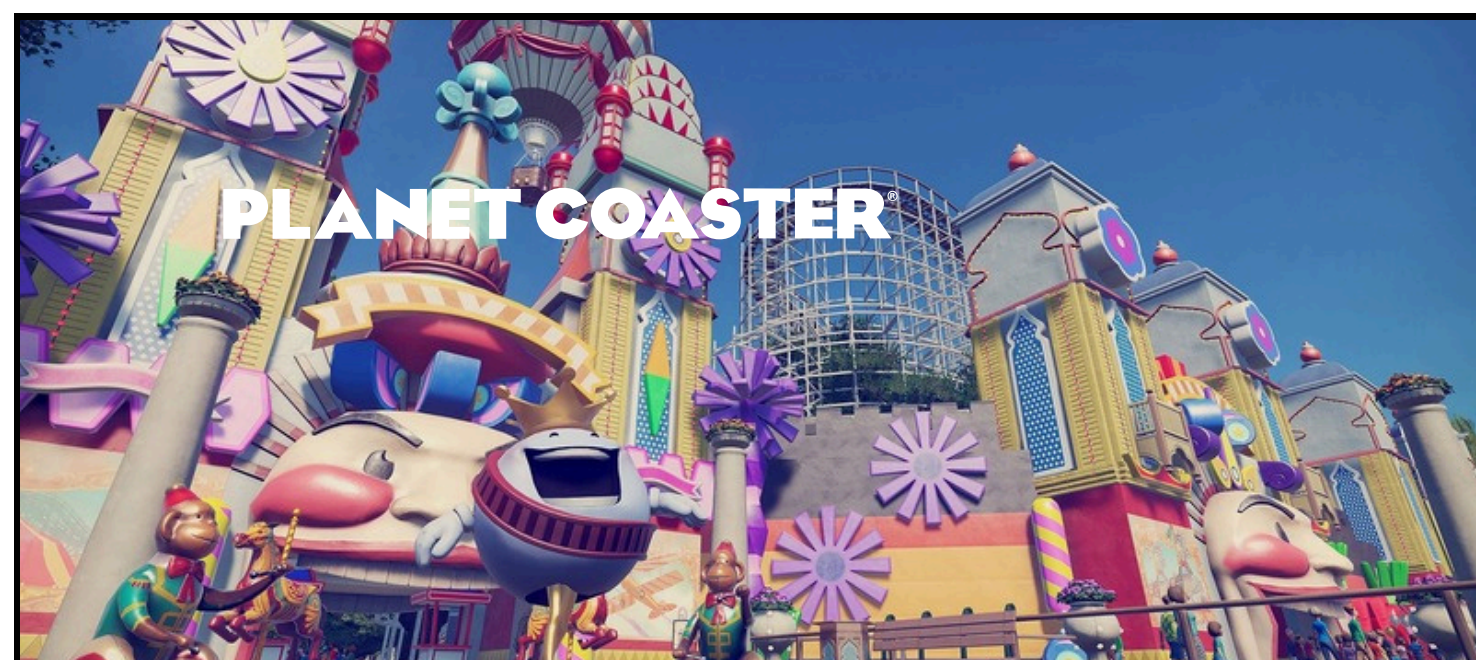
Find out more here:

www.frontier.co.uk

PLAYER XP

PlayerXP is committed to delivering timely and effective insights that empower your team to make informed decisions and drive player satisfaction. We pride ourselves on building strong partnerships with our clients, fostering collaboration, growth, and innovation. If you have additional questions, need clarification, or would like to arrange a call or demo, please don't hesitate to reach out—our team is here to support you every step of the way.

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Find out more here:

www.playerxp.io