Finding the Destination with Twitter

fabric

Citymapper

> *Urban dwellers around the world rely on Citymapper to get them where they're going every day, and Fabric has played a key part in ensuring that our apps are rock-solid and up-to-the-minute.*

Joe Hughes
Mobile Lead
Citymapper

Challenges

Citymapper is a transit app available on iOS and Android that combines open data and great design to help make cities easier to navigate and explore. Citymapper set out to reinvent the urban transit experience by providing features like trip planning, realtime departure data, weather info, alerts and basically everything a commuter needs t to navigate their city. The app hosts transit data from many of the world's most traveled cities, including London, New York, Paris, San Francisco and Berlin just to name a few.

While the app was able to provide its users comprehensive data about their most traveled routes, the team found that Twitter was the source that offered the freshest and most complete transportation alerts in cities like San Francisco. Most cities have interesting Twitter feeds from transit agencies, and the team felt they should be integrated into the transit app for user knowledge and convenience. Citymapper wanted to integrate the power of Twitter's realtime updates and shared public information, while also ensuring that its users experienced a stable, crash-free app experience.

Solution

Citymapper integrated the Twitter Kit from Fabric into the latest version of its mobile app to provide its users with the valuable Tweet rendering within the user experience. They also worked to improve app stability through the integration of crash reporting and mobile analytics from the Crashlytics Kit.

Thanks to the Twitter Kit, the app was able to feature live Tweet syndication via Twitter streams on both the "Lines & Status" pages of most cities covered by the app. This was quickly possible through a few simple lines of turn-key code.

Citymapper relied on Crashlytics Crash Reporting to catch stability problems in the app both before and after shipping. The "Crash-Free Users" view from the mobile analytics tool, Answers by Crashlytics, allowed the team to quickly determine the severity of any particular issue and easily triage the most pressing crashes.

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Location: London, UK
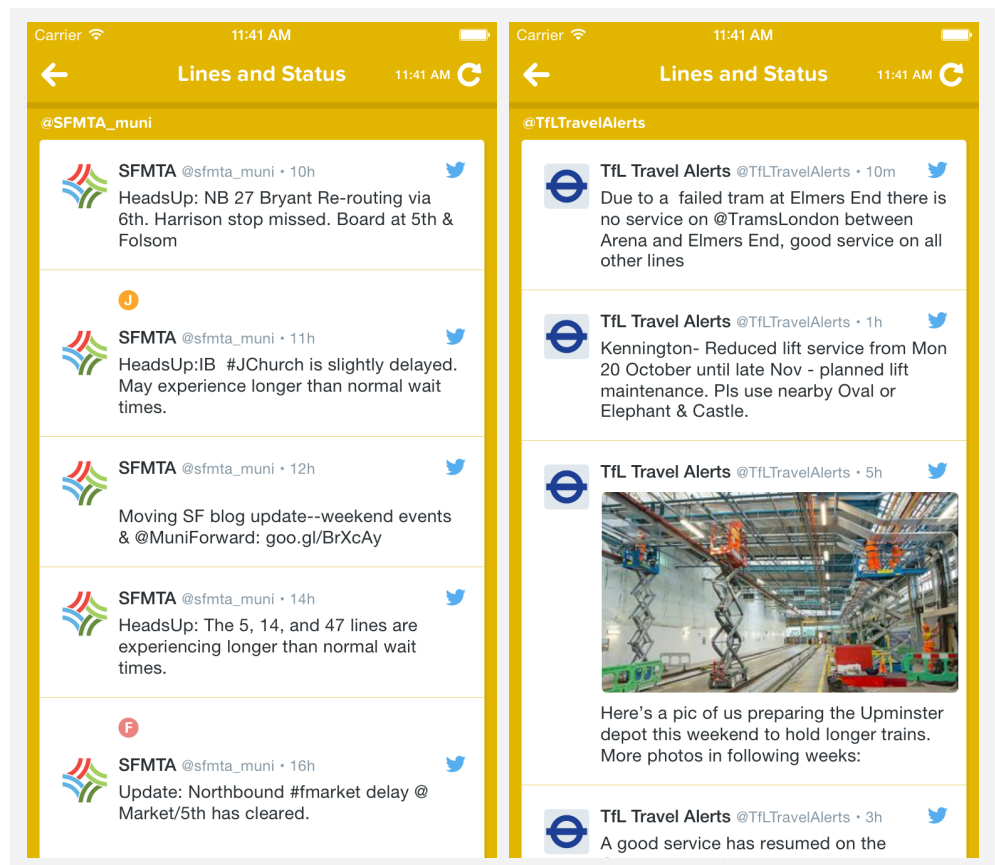
Industry: Travel

Quick Facts:

- Live in 12 cities, just launched in Milan and Rome

- Available on iOS/Android/Web

- Best Overall Mobile App at Mobile Apps World Congress 2014

- Apple's Apps of the Year 2013

- Winner of NYC's MTA App Challenge

Results

With Fabric, Citymapper users remain more informed about their commutes and rides with realtime information. Integrating Tweets into the Lines & Status page of Citymapper allows the users to receive a more complete picture of what's happening within their specific transit systems. Showing various feeds e.g. @SFBARTalert and @sfmta_muni in San Francisco further gives users up-to-date details about any delays or alerts that might impact their commute.

Best of all, Fabric provided the team with the functionality to add properly-rendered Tweets to the app in only a few hours' development time. This, coupled with the single line of code installation for Crashlytics, has allowed Citymapper to deliver an award-winning app experience to commuters around the world.