





Mackinac Island Tourism is among our more complex travel campaigns. Serving as the Agency of Record for Mackinac, MLive Media Group has developed multi-year strategies that tie each action to an outcome, ultimately moving the needle for island lodging revenues, expanding the season considered "peak"/reducing the length of the shoulder seasons, and driving visibility for Mackinac Island. Under our guidance, the Island was named among the "Best Islands in the US" by the readers of Condé Nast, "Hottest US Summer Destination" by TripAdvisor, "Best Little Beach town to Visit" by Coastal Living, and "Most Tourist Friendly City" by Expedia. In the Summer of 2022, Mackinac Island was named "Best Island in the Continental US" by Travel + Leisure Magazine.



"BEST ISLAND" Announcement: https://youtu.be/kQZFc6d080U

PRODUCTS USED:

- · Paid Search using Performance Max
- · Extensive Creative Services
- · Targeted Display and Re-messaging
- · Content Marketing: Sponsor Content, Blog posts, Newsletters, Web content
- · Paid Social Media
- · Organic Social Media Consulting
- · Web Design and Development
- · Video (Pre-roll and YouTube)
- · Location Data Service Management and Analytics



MLive Media Group, Mackinac Island Tourism's Agency of Record, has endeavored to achieve increased notoriety for the island, but also dramatically improve the revenue of the island and the length of the peak season. Both actions have created growth of revenue by more than 30% since 2011.

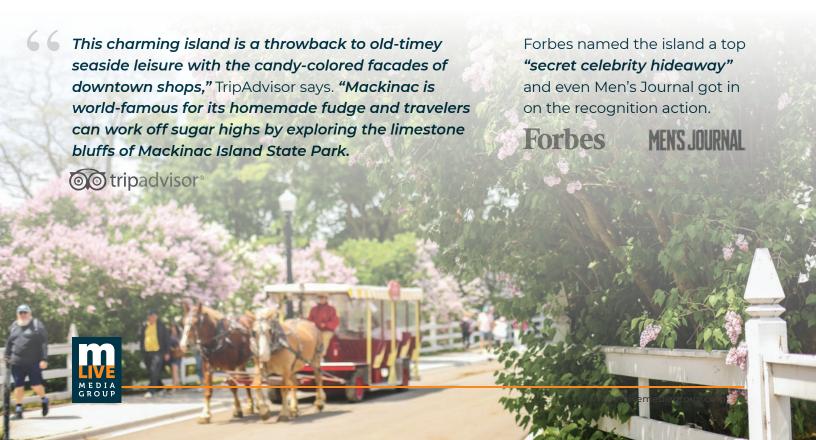
In 2013, Mackinac Island Tourism identified a need for a refined, laser targeted digital campaign. Since that time, the budgetary commitment to this proven digital strategy has more than doubled, and the results speak for themselves.

Key Performance Indicators, Goals

- Maximize market share and room revenue on Mackinac Island, being flexible in the needs of the Island and how it relates to the pandemic and other factors
- · Inspire potential visitors to choose Mackinac Island as their trip destination
- Support, empower and educate our members and partners

We do all of this (and more) by delivering a fluid, curated planning experience, while speaking to different audiences in the ways most meaningful to them, sharing the unique experiences of the Island, answering the most sought-after questions, and maintaining our integrity and brand promise in everything we do.

While goals change year to year, the primary initiative has always been to increase total room revenue on Mackinac Island. MLive Media Group understand that increasing site traffic and conversions, which include outbound hotel links, visitor guide downloads/requests and newsletter sign-ups on mackinacisland.org are the leading indicators of how the island will pace in room revenue. Adjusting and solving for the appropriate increase in engaged web visitors during target months, the strategy lifts traffic and with it, room night revenue.





Because the island is open only May through October, getting it right the first time is always critical. While optimization can happen in real time, rapid changes in the engine room can sometimes still result in a slow-turning vessel. Using historical data, travel research, and audience profiling, MLive Media Group actively predicts peaks in bookings, understands target audiences and messaging, and optimizes to lift conversions. In addition, research was used from the targeted SEM efforts to understand how far in advance travelers planned and booked their vacations to Mackinac Island. These insights dictated a full year marketing campaign (not just pre or peak season) that elevated bookings in both early and late season, adding to increases of total room revenue for the island and expanding the lighter "shoulder seasons" that compliment the peak that naturally occurs in summer.

This research, along with weekly and monthly performance data by channel and as a whole, informs which audiences are most likely to convert. Focusing on primary, secondary and tertiary markets by month or season (including statewide, regional, national and international audiences/geographies) enables Mackinac Island to reach visitors planning trips that are longer in duration, resulting in incremental revenue increases. Each digital channels' performance is assessed and optimized by its own lead expert, to consistently increase performance throughout the duration of the campaign, lowering the cost per click and increasing conversion metrics. In this way, our subject matter experts are intimately aware of their own channels and how they impact the others, magnifying or decaying elements across the omni channel campaign.

How We Keep Connected

Most crucial to this partnership has been the way the relationship is fashioned. An annual campaign of this size requires a regular cadence of meetings. Mackinac Island Tourism and MLive Media Group gather virtually by week with the lead account manager and bi-weekly with subject matter experts. This allows Mackinac Island staff to communicate directly with those responsible for individual channels. We meet in person as an Island + Agency team once each month, reporting on how each channel interacted, recommendations for change, review of specific elements, and overall performance of the campaign. With this pulse of touch points, all parties have opportunity to raise concerns, optimize existing campaigns, and forge stronger bonds across shared outcomes. With regular (near daily) phone conversations, texts, emails and the like, the MLive team has effectively become an extension of the Mackinac Island team, owning the outcomes personally, just as the island team does.

After nearly nine years, MLive Media Group remains the Agency of Record for Mackinac Island and pacing is currently on track to exceed conversion and room revenue goals, even while coping with the aftermath of COVID-19.

"...the relationship has grown to the point that [MLive is] an essential part of our entire marketing and advertising plan. Bright, intelligent, quick on their feet and true to their word. It is the perfect mix that makes up a strong successful relationship."

- Tim Hygh, Executive Director, Mackinac Island Convention and Visitors Bureau





Results



TOTAL VISITOR GUIDE REQUESTS/VIEWS ARE up 143%



610k+ **CONTENT PAGEVIEWS**

(235% increase 2021 vs 2019)

416,204

via Blog in 2021 up 316% (increasing organic traffic to the site is a primary goal of the blog not coincidentally, organic traffic accounted for 59% of blog traffic in 2021, up from 47% in 2019)

13,693

HOURS ON PAGE

in 2021 up 255% in annual time spent on blog



SINCE IMPLEMENTING PERFORMANCE MAX WITH PAID SEARCH IN MARCH OF 2022, WE HAVE SEEN THE FOLLOWING GROWTH:

82.50% **INCREASE IN CLICKS YOY** **32.07% INCREASE** IN CONVERSIONS IN IMPRESSIONS YOY

59% INCREASE YOY

14% DECREASE **IN CPA YOY**

38.45% **DECREASE IN CPC**



STYLE GUIDE AND SUB BRANDS

COMPREHENSIVE STYLE GUIDE













SUB BRANDS DEVELOPED BY OUR CREATIVE TEAM















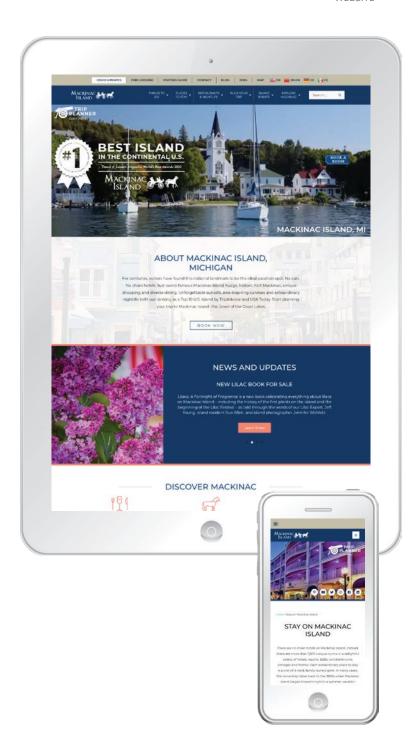


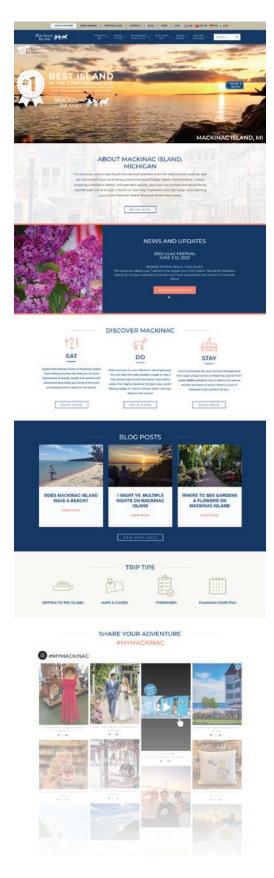




















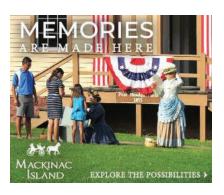






DIGITAL ADS

















DREAMING OF SUMMER

https://www.youtube.com/ watch?v=SAQetC-UFuo



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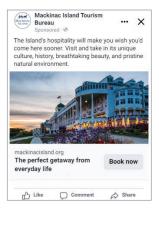
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SOCIAL MARKETING























https://www.mackinacisland.org/ group-tour-guide/



https://www.mackinacisland.org/ meeting-guide/



MICHIGAN'S BEST PUBLICATION REACHES 600,000+ HOUSEHOLDS



SPONSORED CONTENT

Mackinac Island Voted **Best Island in** Continental U.S.

4 Reasons Travel & Leisure readers rated Mackinac Island No. 1

Mackinac Island is No. 1!

Michigan's iconic travel destination has been a popular escape for generations. Now, visitors from across the globe have named charming and beautiful Mackinac Island their favorite place to get away, putting it atop the list of the Top 15 Islands in the Continental US. In this year's Trovel + Leisure World's Best Awards.

* Leasure words best Awards.

Trovel * Leasure readers halled the "Jewel of the Creat Lakes" as the "quintessential vacation spot for enjoying the simple pleasures. They love Mackinac Island's car-free streets full of horse-drawn carriages and bicycles, is historic character and well-preserved Victorian homes, and its incredible natural beauty and world-famous Mackinac Island fudge.

"What a different place to visit" noe worder said "Its".

"What a different place to visit," one voter said. "It's like its own little world."

like its own little world:

Trove! Lesius each year asks readers to rate their travel experiences based on things to do, sights to see, natural attractions, food, overall value and more. The feedback is used to recognize an elite group of travel destinations with World's Best Awards – everything from best islands to best cities to best cruise ships and beyond.

Mackinac Island is no stranger to *Travel + Leisure* readers, who ranked it No. 9 in 2021. Here are four reasons Mackinac Island topped the list in 2022:

MACKINAC ISI AND'S CHARMING

MACKINAC ISLAND'S CHARMING ATMOSPHERE - "You'll find neither cars nor chain brands on this tiny island," Travel + Leisure writes. It's the perfect place to "escape from the hustle and bustle" and feel as though you're stepping back in time to a slower, more relaxed pace of life. The way vacation should be!

MACKINAC ISLAND'S EXTRAORDINARY

• MACKINAC ISLAND'S EXTRAORDINARY HOSPITALITY - Visiting Mackines Island is 'like stepping into a fairy tale', writes 'Trovel + Leisure. Travelers arrive by ferry boat at the Mackinac Island dock' where horse-drawn carriages await to whisk you and your luggage to your lodging.' The many places to stay on Mackinac Island "channel a bygone era" and exude "genteel heseristim".

MACKINAC ISLAND'S DIVERSE SHOPPING AND DINING – From the "irresistible smell of homemade fudge" to delicious dishes prepared by star chefs at fine-dining restaurants,

discovered.

*MACKINAC ISLAND'S ADVENTUROUS

LANDSCAPE - Trovel + Leisure readers love
the mary sights to see and things to expire
on Mackinac Island, both in town and in the
expanse of the state park that covers 80% of the
island. Visitors enjoy riding a blief was all the way
around the lakeshore drive that circles Mackinac
Island and padding the surrounding waterfact
Mackinac and gawking at some of Michigan's
olidest and grandest homes. And they appreciate
the chance to "get lost in a flutter of delicate
vings" at Mackinac Island's beautiful butterfly
conservatories.

conservatories. Being named the No. I Island by Trovel + Leisure readers is one of many accolades – or shall we say, "Mack-olades" – that Mackinac Island has earned. Mackinac Island also has been named the most tourist-friendly U.S. city by Expedia and the Best Family Vacation Destination by Awaycom. It's the site of the best picnic spot in Michigan, per Reader's Digest-HOT even rated Mackinac Island one of the country's best Christmas towns!

Here are 10 more honors for Mackinac Island, the "Dewel of the Great Lakes" and the No.1 Island in the Continental U.S.

- Best Little Beach Towns to Visit This Summer. Coastal Living
- 5 Best Golf Experiences in Michigan, Golf Digest
- Top 10 Car-Free Destination in the World, Sherman's Travel
- Best Wedding Destination in the U.S., DestinationWedding.com Best Midwest Small-Town Getaways, *Midwest*
- Top Family-Friendly Beach Town, NerdWallet
- No. 1 State Park in the US, FamilyFun magazine
- Most Romantic Destinations in the U.S..
- DatingAdvice.com
- 100 Places to Take Your Kids, Frommers









