

Marsha P. Ryan

Administrator, Ohio Bureau of Workers' Compensation

Marsha Ryan was appointed Administrator/CEO of the Ohio Bureau of Workers' Compensation by Governor Strickland effective May 1, 2007. She is an experienced executive with expertise in energy issues, customer service and customer care, regulatory policy, governmental affairs, and Board Governance. She is a leader in strategic planning and organizational design, and has successfully led large organizations through a major integration of customer service operations and systems subsequent to a merger. She has provided expert testimony in regulatory proceedings, and lectured on a variety of topics in classrooms as well as many symposia and conferences.

At American Electric Power (AEP), Marsha served as the Vice President for Customer Operations, where she was responsible for leading strategic and infrastructural improvements that supported efforts to provide high-quality care to customers. Prior to that, she worked as President and Chief Operating Officer for Indiana Michigan Power, AEP's operating company. She's also held positions in government affairs, marketing, customer care, and field operations.

Before joining AEP in 1990, Marsha served more than 18 years in the public sector, focusing on consumer protection, customer service, public policy and regulation at the Ohio Department of Commerce, the Ohio Office of the Attorney General, the Consumers' Counsel, and the Public Utilities Commission of Ohio.

From 2002 until her appointment as BWC Administrator/CEO, Marsha served as a Director of State Auto Mutual Insurance Company, where she chaired the Nominating and Governance Committee of the Board. She also chaired the selection committee for State Auto's President and Chief Executive Officer in 2006.

Marsha has also served as a Trustee of Franklin University (Columbus, Ohio) since 1996, including most recently as Vice Chair of the Board of Trustees. For several years, she also served as an Advisory Board member for U.S. Bank in central Ohio, helping to guide investment and business contacts in the community. She has served on multiple not-for-profit and civic boards in both Ohio and Indiana, and has special interest in regional vitality issues.

Marsha currently resides in New Albany, Ohio with her husband, Harry J. Ryan.