

Language Line Solutions: Reference Guide

Language Line provides telephone-based, on-demand access to language interpreters 24 hours a day, 7 days a week, year-round. The goal of this service is to assist MnDOT staff in communicating effectively with limited English proficient individuals throughout the State of Minnesota.

Accessing an Interpreter: Placing a Language Line Call

Use the conference feature on your phone and follow the simple instructions below.

Initiating the call: First call Language Line, then call the limited English proficient individual. If the individual is physically present, use your speakerphone feature. You do not need to use the conference call feature if the individual is physically present.

Receiving a call: Place the caller on hold and conference-in the interpreter through Language Line.



Although individual offices/districts are not charged, there is a fee associated with this service; therefore, utilizing this service is for business purposes only.

Working with an Interpreter

- Briefly tell the interpreter the nature of the call.
- Speak directly to the limited English proficient individual and not to the interpreter.
- Pause at the end of a complete thought.
- Your interpreter may ask for clarification or repetition to ensure accuracy.

For more information about this service, please call the Office of Equity & Diversity at 651-366-4720.